



QSIG/DPNSS Phone System with Cisco EGW 2200 Integration Guide for Cisco Unity Connection 2.0

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This document provides instructions for integrating a QSIG/DPNSS phone system with Cisco Unity Connection through a Cisco EGW 2200.

Integration Tasks

Before doing the following tasks to integrate Cisco Unity Connection with a QSIG/DPNSS phone system through a Cisco EGW 2200, confirm that the Cisco Unity Connection server is ready for the integration by completing the appropriate tasks in the *Cisco Unity Connection Installation Guide*.

The following task lists describe the process for creating, changing, and deleting integrations.

Task List to Create the Integration

Use the following task list to set up a new integration with a QSIG/DPNSS phone system. If you are installing a new Cisco Unity Connection server by using the *Cisco Unity Connection Installation Guide*, you may have already completed some of the following tasks.

1. Review the system and equipment requirements to confirm that all phone system and Cisco Unity Connection server requirements have been met. See the [“Requirements” section on page 2](#).
2. Plan how the voice messaging ports will be used by Cisco Unity Connection. See the [“Planning How the Voice Messaging Ports Will Be Used by Cisco Unity Connection” section on page 3](#).
3. Program the QSIG/DPNSS phone system. See the [“Programming the QSIG/DPNSS Phone System” section on page 5](#).
4. Set up the Cisco EGW 2200. See the [“Setting Up the Cisco EGW 2200” section on page 5](#).
5. Create the integration. See the [“Creating a New Integration with the QSIG/DPNSS Phone System” section on page 5](#).



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6. Test the integration. See the “Testing the Integration” section on page 9.
7. If this integration is a second or subsequent integration, add the applicable new user templates for the new phone system. See the (Multiple Integrations Only) Adding New User Templates, page 12.

Requirements

The QSIG/DPNSS integration supports configurations of the following components:

Phone System

- A QSIG/DPNSS phone system.
- The phone system ready for the integration as described in the installation guide for the phone system and the Cisco EGW 2200 documentation.
- A VoIP gateway configured and connected to the QSIG/DPNSS phone system.

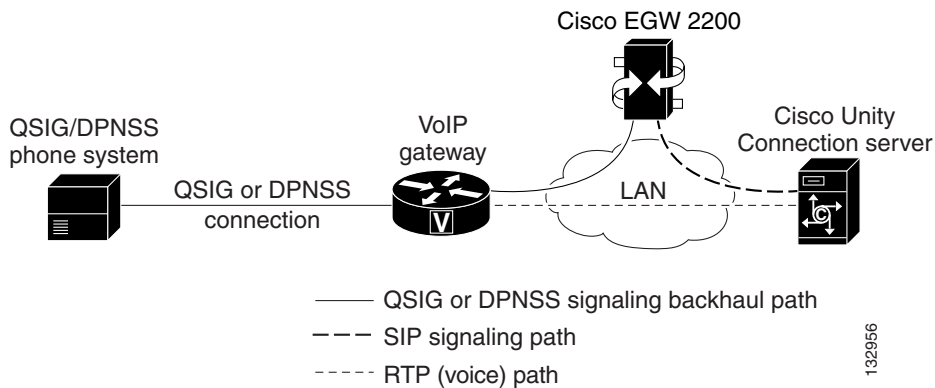
Cisco Unity Connection Server

- Cisco Unity Connection installed and ready for the integration, as described in the *Cisco Unity Connection Installation Guide* at http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html.
- A license that enables the applicable number of voice messaging ports.
- A Cisco EGW 2200 ready for the integration as described in the Cisco EGW 2200 documentation.
- The Cisco EGW 2200 connected to the LAN and configured for a QSIG/DPNSS backhaul signaling stream from the VoIP gateway.

Integration Description

The QSIG/DPNSS integration uses a Cisco EGW 2200, which translates QSIG or DPNSS call signaling into SIP, a VoIP gateway, and the LAN to connect Cisco Unity Connection and a QSIG/DPNSS phone system. Figure 1 shows the required connections.

Figure 1 Connections Between a QSIG/DPNSS Phone System and Cisco Unity Connection



Call Information

The QSIG/DPNSS integration sends the following information with forwarded calls:

- The extension of the called party
- The extension of the calling party (for internal calls) or the phone number of the calling party (if it is an external call and the system uses caller ID)
- The reason for the forward (the extension is busy, does not answer, or is set to forward all calls)

Cisco Unity Connection uses this information to answer the call appropriately. For example, a call forwarded to Cisco Unity Connection is answered with the personal greeting of the user. If the phone system routes the call to Cisco Unity Connection without this information, Cisco Unity Connection answers with the opening greeting.

Integration Functionality

The QSIG/DPNSS integration with Cisco Unity Connection provides the following features:

- Call forward to personal greeting
- Call forward to busy greeting
- Caller ID
- Easy message access (a subscriber can retrieve messages without entering an ID because Cisco Unity Connection identifies the subscriber based on the extension from which the call originated; a password may be required)
- Identified subscriber messaging (Cisco Unity Connection identifies the subscriber who leaves a message during a forwarded internal call, based on the extension from which the call originated)
- Message waiting indication (MWI)

Integrations with Multiple Phone Systems

When Cisco Unity Connection is installed as Cisco Unified Communications Manager Business Edition (CMBE)—on the same server with Cisco CallManager—Cisco Unity Connection cannot be integrated with multiple phone systems at one time.

When Cisco Unity Connection is not installed as Cisco Unified Communications Suite, Cisco Unity Connection can be integrated with multiple phone systems at one time. For information on and instructions for integrating Cisco Unity Connection with multiple phone systems, refer to the *Multiple Phone System Integration Guide for Cisco Unity Connection 2.0* at http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html.


Planning How the Voice Messaging Ports Will Be Used by Cisco Unity Connection

Before programming the phone system, you need to plan how the voice messaging ports will be used by Cisco Unity Connection.

Unlike other integrations, the hunt group mechanism for a QSIG/DPNSS phone system integration is implemented on the Cisco Unity Connection server. Within a port group, each incoming call hunts for an available voice messaging port among all the ports in a round-robin (or circular) fashion. If a voice messaging port in the cluster is set not to answer calls or is not enabled, a call reaching that port may receive a busy signal.

The following table describes the voice messaging port settings in Cisco Unity Connection that can be set on Telephony Integrations > Port of Cisco Unity Connection Administration.

Table 1 **Settings for the Voice Messaging Ports**

Field	Considerations
Enabled	Check this check box.
Answer Calls	Check this check box.  Caution All voice messaging ports connecting to the phone system must have the Answer Calls box checked. Otherwise, calls to Cisco Unity Connection may not be answered.
Perform Message Notification	Check this check box to designate the port for notifying users of messages.
Send MWI Requests	Check this check box to designate the port for turning MWIs on and off.
Allow TRAP Connections	Check this check box so that users can use the port for recording and playback through the phone in Cisco Unity Connection web applications.

The Number of Voice Messaging Ports to Install

The number of voice messaging ports to install depends on numerous factors, including:

- The number of calls Cisco Unity Connection will answer when call traffic is at its peak.
- The expected length of each message that callers will record and that users will listen to.
- The number of users.
- The number of calls made for message notification.
- The number of MWIs that will be activated when call traffic is at its peak.
- The number of TRAP connections needed when call traffic is at its peak. (TRAP connections are used by Cisco Unity Connection web applications to play back and record over the phone.)
- The number of calls that will use the automated attendant and call handlers when call traffic is at its peak.

It is best to install only the number of voice messaging ports that are needed so that system resources are not allocated to unused ports.

The Number of Voice Messaging Ports That Will Answer Calls

The calls that the voice messaging ports answer can be incoming calls from unidentified callers or from users. Assign all of the voice messaging ports to answer calls.

You can set voice messaging ports to both answer calls and to dial out (for example, to set MWIs).

The Number of Voice Messaging Ports That Will Dial Out

Ports that will dial out can do one or more of the following:

- Notify users by phone, pager, or e-mail of messages that have arrived.

- Turn MWIs on and off for user extensions.
- Make a TRAP connection so that users can use the phone as a recording and playback device in Cisco Unity Connection web applications.

Preparing for Programming the Phone System

Record your decisions about the voice messaging ports to guide you in programming the phone system.

Programming the QSIG/DPNSS Phone System

For information on provisioning a QSIG or DPNSS phone system to integrate with Cisco Unity Connection, refer to the Cisco EGW 2200 documentation.



Caution

In programming the phone system, do not send calls to voice messaging ports in Cisco Unity Connection that cannot answer calls (voice messaging ports that are not set to Answer Calls). For example, if a voice messaging port is set only to Dialout MWI, do not send calls to it.

Setting Up the Cisco EGW 2200

For information on setting up the Cisco EGW 2200, refer to the Cisco EGW 2200 documentation.


Creating a New Integration with the QSIG/DPNSS Phone System

After ensuring that the QSIG/DPNSS phone system and Cisco Unity Connection are ready for the integration, do the following procedures to set up the integration and to enter the port settings.

To Create an Integration

- Step 1** Log on to Cisco Unity Connection Administration.
- Step 2** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then click **Phone System**.
- Step 3** On the Search Phone Systems page, on the Phone System menu, click **New Phone System**. The Phone System Integration Wizard appears.
- Step 4** On the Select Phone System Manufacturer page, in the Manufacturer field, click **QSIG/DPNSS** and click **Next**.
- Step 5** On the Select Phone System Model page, in the Model field, click **QSIG/DPNSS** and click **Next**.
- Step 6** On the Set Up Phone System page, in the Phone System Name field, accept the default name or enter the descriptive name that you want, and click **Next**.
- Step 7** On the Select Port Group Template page, in the Port Group Template field, click **Cisco 2200 EGW to QSIG/DPNSS PBX** and click **Next**.
- Step 8** On the Set Up Port Group page, enter the following settings and click **Next**.

Table 2 Settings for the Set Up Port Group Page

Field	Setting
Port Group Name	<a descriptive name for the port group; accept the default name or enter the name that you want>
Contact Line Name	<the voice messaging pilot number that matches the Cisco EGW 2200 dial plan configuration>
Authenticate with SIP Proxy Server	If you do not use a SIP proxy server, uncheck the check box. If you use a SIP proxy server, indicate whether you want Cisco Unity Connection to authenticate with the SIP proxy server.
Authentication User Name	<the name that Cisco Unity Connection will use to authenticate with the SIP proxy server>
Authentication Password	<the password that Cisco Unity Connection will use to authenticate with the SIP proxy server>
Cisco Unity Connection SIP Port	<the SIP port of the Cisco Unity Connection server that that the Cisco EGW 2200 or SIP proxy server will connect to; we recommend that you use the default setting>
Number of Ports	<the number of voice messaging ports that you want to create in this port group>
IP Address or Host Name	<the IP address (or host name) of the primary Cisco EGW 2200 or SIP proxy server that you are connecting to Cisco Unity Connection>
Test Address	Click this button to verify the IP address (or host name) that you entered. The result of the test appears in the text box beside the button.
Port	<the IP port of the primary Cisco EGW 2200 or SIP proxy server that you are connecting to Cisco Unity Connection; we recommend that you use the default setting>  Caution This setting must match the port setting of the Cisco EGW 2200 or SIP proxy server. Otherwise the integration will not function correctly.

- Step 9** On the Confirm Phone System Settings page, confirm the settings that you have entered and click **Finish**.
- Step 10** On the Phone System Creation Summary page, click **Close**.
- Step 11** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then click **Port Group**.
- Step 12** On the Search Port Groups page, click the display name of the port group that you created for the QSIG/DPNSS integration.



Note By default, the display name for a port group is composed of the phone system display name followed by an incrementing number.

- Step 13** On the Port Group Basics page, on the Edit menu, click **Servers**.

- Step 14** On the Edit Servers page, do the following substeps if there is a secondary Cisco EGW 2220 or SIP proxy server. Otherwise, continue to [Step 15](#).
- a. Under SIP Proxy Servers, click **Add**.
 - b. Enter the following settings for the secondary Cisco EGW 2220 or SIP proxy server and click **Save**.

Table 3 Settings for the Cisco EGW 2220 or SIP Proxy Server

Field	Setting
Order	<the order of priority for the Cisco EGW 2220 or SIP proxy server; the lowest number is the primary Cisco EGW 2220 or SIP proxy server, the higher numbers are the secondary servers>
IP Address or Host Name	<the IP address (or host name) of the secondary Cisco EGW 2220 or SIP proxy server>
Port	<the IP port of the secondary Cisco EGW 2220 or SIP proxy server that you are integrating with Cisco Unity Connection; we recommend that you use the default setting>



Note You can click **Ping** to verify the IP address (or host name) of the Cisco EGW 2220 or SIP proxy server.

- c. Repeat [Step 14a.](#) and [Step 14b.](#) for any remaining secondary Cisco EGW 2220 or SIP proxy server in the cluster.

Step 15 In Cisco Unity Connection Administration, expand **Telephony Integrations**, then click **Port**.

Step 16 On the Search Ports page, click the display name of the first voice messaging port that you created for this phone system integration.



Note By default, the display names for the voice messaging ports are composed of the port group display name followed by incrementing numbers.

Step 17 On the Port Basics page, enter the following settings. The fields in the following table are the ones that you can change.

Table 4 Settings for the Voice Messaging Ports


Field	Considerations
Enabled	Check this check box.
Answer Calls	Check this check box.  Caution All voice messaging ports connecting to the phone system must have the Answer Calls box checked. Otherwise, calls to Cisco Unity Connection may not be answered.
Perform Message Notification	Check this check box to designate the port for notifying users of messages.

Table 4 Settings for the Voice Messaging Ports (continued)

Field	Considerations
Send MWI Requests	Check this check box to designate the port for turning MWIs on and off.
Allow TRAP Connections	Check this check box so that users can use the port for recording and playback through the phone in Cisco Unity Connection web applications.

- Step 18** Click **Save**.
- Step 19** Click **Next**.
- Step 20** Repeat [Step 17](#) through [Step 19](#) for all remaining voice messaging ports for the phone system.
- Step 21** If another phone system integration exists, in Cisco Unity Connection Administration, expand **Telephony Integrations**, then click **Trunk**. Otherwise, skip to [Step 25](#).
- Step 22** On the Search Phone System Trunks page, on the Phone System Trunk menu, click **New Phone System Trunk**.
- Step 23** On the New Phone System Trunk page, enter the following settings for the phone system trunk and click **Save**.

Table 5 Settings for the Phone System Trunk

Field	Setting
From Phone System	<the display name of the phone system that you are creating a trunk for>
To Phone System	<the display name of the previously existing phone system that the trunk will connect to>
Trunk Access Code	<the extra digits that Cisco Unity Connection must dial to transfer calls through the gateway to extensions on the previously existing phone system>

- Step 24** Repeat [Step 22](#) and [Step 23](#) for all remaining phone system trunks that you want to create.
- Step 25** If prompted to restart the Connection Conversation Manager service, do the following substeps. Otherwise, continue to [Step 26](#).
 - a. In the Navigation drop-down list, click **Cisco Unity Connection Serviceability** and click **Go**.
 - b. On the Cisco Unity Connection Serviceability page, on the Tools menu, click **Control Center - Feature Services**.
 - c. On the Control Center - Feature Services page, in the Server drop-down list, click the name of the Cisco Unity Connection server and click **Go**.
 - d. Under Cisco Unity Connection Services, click **Connection Conversation Manager**.
 - e. At the top of the page, click **Restart**.
 - f. When prompted to confirm restarting the service, click **Yes**.
 - g. In the Navigation drop-down list, click **Cisco Unity Connection Administration** and click **Go**.
 - h. In Cisco Unity Connection Administration, expand **Telephony Integrations**, then click **Phone System**.
- Step 26** In the Related Links drop-down list, click **Check Telephony Configuration** and click **Go** to confirm the phone system integration settings.

If the test is not successful, the Task Execution Results displays one or more messages with troubleshooting steps. After correcting the problems, test the connection again.

- Step 27** In the Task Execution Results window, click **Close**.
- Step 28** Log off Cisco Unity Connection Administration.

Testing the Integration

To test whether Cisco Unity Connection and the phone system are integrated correctly, do the following procedures in the order listed.

If any of the steps indicate a failure, refer to the following documentation as applicable:

- The installation guide for the phone system.
- The setup information earlier in this guide.

To Set Up the Test Configuration

- Step 1** Set up two test extensions (Phone 1 and Phone 2) on the same phone system that Cisco Unity Connection is connected to.
- Step 2** Set Phone 1 to forward calls to the Cisco Unity Connection pilot number when calls are not answered.



Caution The phone system must forward calls to the Cisco Unity Connection pilot number in no fewer than four rings. Otherwise, the test may fail.

- Step 3** To create a test user for testing, in Cisco Unity Connection Administration, expand **Users**, then click **Users**.
- Step 4** On the Search Users page, on the User menu, click **Add New**.
- Step 5** On the New User page, enter the following settings.

Table 6 Settings for the New User Page

Field	Setting
User Type	User with Voice Mailbox
Based on Template	<the applicable user template>
Alias	testuser
First Name	Test
Last Name	User
Display Name	Test User
Extension	<the extension of Phone 1>

- Step 6** Click **Save**.
- Step 7** On the Edit User Basics page, in the Voice Name field, record a voice name for the test user.

- Step 8** In the Phone System field, confirm that the phone system selected is the phone system that Phone 1 is connected to.
- Step 9** Uncheck the **Set for Self-enrollment at Next Login** check box.
- Step 10** Click **Save**.
- Step 11** On the Edit menu, click **Message Waiting Indicators**.
- Step 12** On the Message Waiting Indicators page, click the message waiting indicator. If no message waiting indication is in the table, click **Add New**.
- Step 13** On the Edit Message Waiting Indicator page, enter the following settings.

Table 7 Settings for the Edit MWI Page

Field	Setting
Enabled	Check this check box to enable MWIs for the test user.
Display Name	Accept the default or enter a different name.
Inherit User's Extension	Check this check box to enable MWIs on Phone 1.

- Step 14** Click **Save**.
- Step 15** On the Edit menu, click **Transfer Options**.
- Step 16** On the Transfer Options page, click the active option.
- Step 17** On the Edit Transfer Option page, under Transfer Action, click the **Extension** option and enter the extension of Phone 1.
- Step 18** In the Transfer Type field, click **Release to Switch**.
- Step 19** Click **Save**.
- Step 20** Minimize the Cisco Unity Connection Administration window.
Do not close the Cisco Unity Connection Administration window because you will use it again in a later procedure.
- Step 21** Log on to Real-Time Monitoring Tool (RTMT).
- Step 22** On the Unity Connection menu, click **Port Monitor**. The Port Monitor tool appears in the right pane.
- Step 23** In the right pane, click **Start Polling**. The Port Monitor will display which port is handling the calls that you will make.

To Test an External Call with Release Transfer

- Step 1** From Phone 2, enter the access code necessary to get an outside line, then enter the number outside callers use to dial directly to Cisco Unity Connection.
- Step 2** In the Port Monitor, note which port handles this call.
- Step 3** When you hear the opening greeting, enter the extension for Phone 1. Hearing the opening greeting means that the port is configured correctly.
- Step 4** Confirm that Phone 1 rings and that you hear a ringback tone on Phone 2. Hearing a ringback tone means that Cisco Unity Connection correctly released the call and transferred it to Phone 1.

- Step 5** Leaving Phone 1 unanswered, confirm that the state of the port handling the call changes to “Idle.” This state means that release transfer is successful.
- Step 6** Confirm that, after the number of rings that the phone system is set to wait, the call is forwarded to Cisco Unity Connection and that you hear the greeting for the test user. Hearing the greeting means that the phone system forwarded the unanswered call and the call-forward information to Cisco Unity Connection, which correctly interpreted the information.
- Step 7** On the Port Monitor, note which port handles this call.
- Step 8** Leave a message for the test user and hang up Phone 2.
- Step 9** In the Port Monitor, confirm that the state of the port handling the call changes to “Idle.” This state means that the port was successfully released when the call ended.
- Step 10** Confirm that the MWI on Phone 1 is activated. The activated MWI means that the phone system and Cisco Unity Connection are successfully integrated for turning on MWIs.

To Test Listening to Messages

- Step 1** From Phone 1, enter the internal pilot number for Cisco Unity Connection.
- Step 2** When asked for your password, enter the password for the test user. Hearing the request for your password means that the phone system sent the necessary call information to Cisco Unity Connection, which correctly interpreted the information.
- Step 3** Confirm that you hear the recorded voice name for the test user (if you did not record a voice name for the test user, you will hear the extension number for Phone 1). Hearing the voice name means that Cisco Unity Connection correctly identified the user by the extension.
- Step 4** Listen to the message.
- Step 5** After listening to the message, delete the message.
- Step 6** Confirm that the MWI on Phone 1 is deactivated. The deactivated MWI means that the phone system and Cisco Unity Connection are successfully integrated for turning off MWIs.
- Step 7** Hang up Phone 1.
- Step 8** On the Port Monitor, confirm that the state of the port handling the call changes to “Idle.” This state means that the port was successfully released when the call ended.

To Set Up Supervised Transfer on Cisco Unity Connection

- Step 1** In Cisco Unity Connection Administration, on the Edit Transfer Option page for the test user, in the Transfer Type field, click **Supervise Transfer**.
- Step 2** In the Rings to Wait For field, enter **3**.
- Step 3** Click **Save**.
- Step 4** Minimize the Cisco Unity Connection Administration window.
Do not close the Cisco Unity Connection Administration window because you will use it again in a later procedure.

To Test Supervised Transfer

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- Step 1** From Phone 2, enter the access code necessary to get an outside line, then enter the number outside callers use to dial directly to Cisco Unity Connection.
 - Step 2** On the Port Monitor, note which port handles this call.
 - Step 3** When you hear the opening greeting, enter the extension for Phone 1. Hearing the opening greeting means that the port is configured correctly.
 - Step 4** Confirm that Phone 1 rings and that you do not hear a ringback tone on Phone 2. Instead, you should hear the indication your phone system uses to mean that the call is on hold (for example, music).
 - Step 5** Leaving Phone 1 unanswered, confirm that the state of the port handling the call remains “Busy.” This state and hearing an indication that you are on hold mean that Cisco Unity Connection is supervising the transfer.
 - Step 6** Confirm that, after three rings, you hear the greeting for the test user. Hearing the greeting means that Cisco Unity Connection successfully recalled the supervised-transfer call.
 - Step 7** During the greeting, hang up Phone 2.
 - Step 8** On the Port Monitor, confirm that the state of the port handling the call changes to “Idle.” This state means that the port was successfully released when the call ended.
 - Step 9** Click **Stop Polling**.
 - Step 10** Exit RTMT.
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To Delete the Test User

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- Step 1** In Cisco Unity Connection Administration, expand **Users**, then click **Users**.
 - Step 2** On the Search Users page, check the check box to the left of the test user.
 - Step 3** Click **Delete Selected**.
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(Multiple Integrations Only) Adding New User Templates

When you create the first phone system integration, this phone system is automatically selected in the default user template. The users that you add after creating this phone system integration will be assigned to this phone system by default.

However, for each additional phone system integration that you create, you must add the applicable new user templates that will assign users to the new phone system. You must add the new templates before you add new users who will be assigned to the new phone system.

For details on adding new user templates, refer to the “Adding, Changing, or Deleting an Account Template” chapter in the *Cisco Unity Connection User Moves, Adds, and Changes Guide* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

For details on selecting a user template when adding a new user, refer to the applicable chapter for adding user accounts in the *Cisco Unity Connection User Moves, Adds, and Changes Guide* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

Appendix: Documentation and Technical Assistance

Conventions

The *QSIG/DPNSS Phone System with Cisco EGW 2200 Integration Guide for Cisco Unity Connection 2.0* uses the following conventions.

Table 8 *QSIG/DPNSS Phone System with Cisco EGW 2200 Integration Guide for Cisco Unity Connection 2.0 Conventions*

Convention	Description
boldfaced text	Boldfaced text is used for: <ul style="list-style-type: none"> Key and button names. (Example: Click OK.) Information that you enter. (Example: Enter Administrator in the User Name box.)
< > (angle brackets)	Angle brackets are used around parameters for which you supply a value. (Example: In the Command Prompt window, enter ping <IP address> .)
- (hyphen)	Hyphens separate keys that must be pressed simultaneously. (Example: Press Ctrl-Alt-Delete .)
> (right angle bracket)	A right angle bracket is used to separate selections that you make: <ul style="list-style-type: none"> On menus. (Example: On the Windows Start menu, click Programs > Cisco Unified Serviceability > Real-Time Monitoring Tool.) In the navigation bar of Cisco Unity Connection Administration. (Example: In Cisco Unity Connection Administration, expand System Settings > Advanced.)
[x] (square brackets)	Square brackets enclose an optional element (keyword or argument). (Example: [reg-e164])
[x y] (vertical line)	Square brackets enclosing keywords or arguments separated by a vertical line indicate an optional choice. (Example: [transport tcp transport udp])
{x y} (braces)	Braces enclosing keywords or arguments separated by a vertical line indicate a required choice. (Example: {tcp udp})

The *QSIG/DPNSS Phone System with Cisco EGW 2200 Integration Guide for Cisco Unity Connection 2.0* also uses the following conventions:



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the document.

**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

For descriptions and URLs of Cisco Unity Connection documentation on Cisco.com, see the *About Cisco Unity Connection Documentation*. The document is shipped with Cisco Unity Connection and is available at

http://www.cisco.com/en/US/products/ps6509/products_documentation_roadmaps_list.html.

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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