



Cisco Unified IP Phone Features A - Z

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You can use this comprehensive listing of Cisco Unified IP Phone features as a quick reference guide for your phone.

Phone features can vary depending upon your company and phone model. Some of these features might not be available on your Cisco Unified IP Phone.

Abbreviated Dialing

Allows you to speed dial a phone number by entering an assigned index code on your phone keypad.

Abbreviated dialing can be useful if your phone model does not provide speed-dial buttons or if you want to configure more speed-dial numbers than you have speed-dial buttons on your phone.

You can assign index codes from your User Options web pages.

Softkey: **AbbrDial**

See also [Fast Dials](#), [Speed Dialing](#), and [User Options Web Pages](#).

Audible Message Waiting Indicator

See [Message Waiting Indicators](#).

Auto Answer

Allows you to connect incoming calls automatically after a ring or two (without pressing a button or picking up the handset).

Auto Answer can be useful if you receive a high volume of calls.

Your system administrator enables Auto Answer to work with either your speakerphone or headset.

Auto Dial

Allows you to choose from a select list of previously dialed phone numbers to place a call.



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Auto Dial dynamically displays matching phone numbers from your Placed Calls log while you enter digits. Auto Dial is activated only when you enter digits without first lifting the receiver or otherwise activating a dial tone (Pre-Dial).

See also [Pre-Dial](#).

Background Image Setting

Allows you to change the background image that displays on your phone screen.

Button: **Settings**

Backlight Setting

Allows you to enable or disable the backlight on your Cisco Unified Wireless IP Phone.

Softkey: **Menu**

Barge

Allows you to add yourself to non-private calls on a shared line.

Barge features include *cBarge* and *Barge*:

- *cBarge* converts the call into a standard conference, allowing you to add new participants.
- *Barge* allows you to add yourself to the call but does not convert the call into a conference or allow you to add new participants.

Barge and *cBarge* can operate as single-button or multi-touch features:

- Single-button barge allows you to press a line button to barge a call.
- Multi-touch barge allows you to view call information before barging.

Softkeys: **cBarge**, **Barge**

See also [Conference Features](#) and [Shared Line](#).

Brightness Setting

Allows you to control the brightness level of the phone screen.

Button: **Settings**

Busy Lamp Field (BLF)

Allows you to monitor the line state (in-use, idle, Do Not Disturb) of a phone line associated with a speed-dial button, call log, or directory listing on your phone.

To monitor for an alerting (ringing) line state, use the BLF Pickup feature.

See also [Busy Lamp Field \(BLF\) Pickup](#) and [Do Not Disturb \(DND\)](#).

Busy Lamp Field (BLF) Pickup

Allows you to see when a BLF-monitored speed-dial line is ringing so you can answer the call on your own phone.

For example, if you have a coworker's number configured for one of your speed-dial buttons, your phone indicates when the coworker's line is ringing and allows you to answer the call on your phone.

Button: **BLF Pickup**

See also [Busy Lamp Field \(BLF\)](#).

Call Back

Allows you to initiate an audio and visual alert on your phone when a busy or unavailable party becomes available.

Button or softkey: **CallBack**

Call Details

Allows you to view details for a call record, such as time of day and call duration.

If the call record represents a multiparty call (for example, a call that has been forwarded or transferred to you), Call Details displays two entries per call in reverse order, starting with the most recent.

Softkeys: **Details, Detail**

See also [Call Logs](#).

Call Forwarding

Allows you to redirect your incoming calls to another number.

Your system administrator might allow you to choose from two types of call forwarding features:

Unconditional call forwarding (Call Forward All)—Applies to all calls that you receive.

Conditional call forwarding (Call Forward No Answer, Call Forward Busy, Call Forward No Coverage)—Applies to certain calls that you receive, according to conditions.

You can access Call Forward All on your phone; other call forwarding features are accessible from your User Options web pages.

Button: **Forward All**

Softkeys: **CFwdALL, CFwdAll**

See also [User Options Web Pages](#).

Call History

See [Call Logs](#).

Call Logs

Allows you to view records of your missed, received, and placed calls.

While viewing call logs, you can use softkeys to display details for a call record, erase call records, and dial from call records. If you are on another call when dialing, your phone might prompt you with options (Hold, Transfer, Conference, EndCall) for handling the first call before placing the second call.

Buttons: **Directories, Directory**

Softkey: **Menu**

See also [Call Details](#) and [Edit Dial](#).

Call Overview

Allows you to display one call per line. The displayed call per line is either the active call, or if all calls are on hold, the held call with the longest duration.

Button: line button

Call Park

Allows you to park (temporarily store) a call and then retrieve the call by using another phone in the Cisco Unified Communications Manager system.

Call Park can be useful if you want to transfer a call from your phone to a phone in a lab or conference room.

Button or softkey: **Park**

See also [Directed Call Park](#).

Call Pickup

Allows you to redirect a call that is ringing on another phone to your own phone, so that you can answer the call.

Call Pickup can be useful if you share call-handling tasks with coworkers.

Call Pickup features include *Pickup*, *Group Pickup*, *Other Pickup*, and *Directed Pickup*:

- Pickup allows you to answer a call that is ringing on another phone within your “group” (a collection of extensions that your system administrator defines).
- Group Pickup allows you to answer a call that is ringing on a phone in another group.
- Other Pickup allows you to answer a call that is ringing on a phone in another group that is associated with your group.
- Directed Pickup allows you to answer a call that is ringing on a particular extension (line number) on another phone.

Buttons: **PickUp**, **Group PickUp**, **Other PickUp**

Softkeys: **PickUp**, **GPickUp**, **OPickUp**

Caller ID

Allows you to see caller-identification, such as a phone number, name, or other descriptive text on your phone screen.

Call Recording

Allows you, if authorized, to record an active call. Parties might hear an intermittent tone (beep tone) during a call that is being recorded.

See also [Silent Monitoring](#).

Call Records

See [Call Logs](#).

Call Waiting

Allows you to receive an audible incoming call alert while you are on another call.

Call waiting also displays incoming call information on your phone screen.

See also [New Call Indicator Setting](#).

cBarge

See [Barge](#).

Cisco Unified CM User Options web pages

See [User Options Web Pages](#).

Client Matter Code (CMC)

Allows you to enter a billing or tracking code when you are placing a call, as specified by your system administrator.

See also [Forced Authorization Code \(FAC\)](#).

Conference Features

Allow you to talk simultaneously with multiple parties.

Conference features include *Conference*, *Join*, *cBarge*, *Meet-Me*, and *Conference Chaining*:

- *Conference* (or *ad-hoc conference*) allows you to initiate a conference by calling each participant.
- *Join* allows you to connect current callers who are on a single line by creating a conference call.
- *cBarge* allows you to establish a conference by adding yourself to a call on a shared phone line.
- *Meet-Me* allows you to call a predetermined number at a scheduled time to host or join a conference.
- *Conference Chaining* allows you to combine multiple conferences into one conference call.

Buttons: **Conference**, **MeetMe**

Softkeys: **Confrn**, **Join**, **cBarge**, **MeetMe**, **DirTrfr**

See also [Barge](#), [Join](#), [Meet-Me Conference](#), [Remove Conference Participants](#), [Secure Conferencing](#), and [View Conference List](#).

Contrast Setting

Allows you to adjust the contrast for your phone screen.

Button: **Settings**

Corporate Directory

Allows you to access a workplace directory on your phone.

If you are on another call when dialing from a directory listing, your phone might prompt you with options (Hold, Transfer, Conference, EndCall) for handling the first call before placing the second call.

Buttons: **Directories**, **Directory**

Softkey: **Menu**

Direct Transfer

Allows you to connect two calls to each other (without remaining on the line yourself).

Softkey: **DirTrfr**

See also [Transfer](#).

Directed Call Park

Allows you to direct and store an active call at a directed call park number. Allows you to retrieve a parked call from any phone in your network by dialing the retrieval prefix and directed call park number.

Directed Call Park works with the Busy Lamp Field feature (if available) to indicate whether the line associated with the directed call park number is in-use or idle.

See also [Busy Lamp Field \(BLF\)](#) and [Call Park](#).

Directed Pickup

See [Call Pickup](#).

Disable Ringer

See [Do Not Disturb \(DND\)](#), [New Call Indicator Setting](#), [Wireless Phone Profiles](#), and [Vibration Alert](#).

Disable Touchscreen

Allows you to disable the touchscreen for cleaning.

Button: **Display**

Distinctive Ring

See [New Call Indicator Setting](#) and [Ring Tone Setting](#).

Do Not Disturb (DND)

Allows you to either turn off your phone ringer or to block all audible and visual alerts for incoming calls.

You can customize DND settings from your User Options web pages.

The Busy Lamp Field feature (BLF) indicates if a line on another phone is in the DND state.

Button: **Do Not Disturb**

Softkey: **DND**

See also [Busy Lamp Field \(BLF\)](#) and [User Options Web Pages](#).

Drop Conference Party

See [Remove Conference Participants](#).

Edit Dial

Allows you to edit or delete a phone number that is displayed in a call record or corporate directory before dialing the number.

Edit Dial can be useful to add a prefix to a phone number in one of your call logs.

Softkey: **EditDial**

See also [Call Logs](#) and [Corporate Directory](#).

Extension Mobility Service

Allows you temporarily to apply your phone number and user profile settings to a shared phone by logging into the Extension Mobility service on that phone.

Extension Mobility can be useful if you work from a variety of locations within your company or share a workspace with coworkers.

Button: **Services**

Softkey: **Menu**

Fast Dials

Allows you to select a Fast Dial code to place a call.

Fast Dials can be useful if your phone model does not provide speed dial-buttons or if do not have any available speed-dial buttons on your phone.

You can set up Fast Dials directly on your phone or from your User Options web pages. You can assign Fast Dial codes to phone numbers and to Personal Address Book entries.

For one-touch access to Fast Dials, assign the Fast Dials service to a programmable button, creating a service URL button on your phone. See your system administrator for details.

Buttons: **Directories, Services**

Softkey: **Menu**

See also [Abbreviated Dialing](#), [Personal Address Book \(PAB\)](#), [Service URL Button](#), [Speed Dialing](#), and [User Options Web Pages](#).

Forced Authorization Code (FAC)

Allows you to enter an authorization code specified by your system administrator to place calls to certain numbers.

See also [Client Matter Code \(CMC\)](#).

Group Listen

Allows you to talk on the handset and listen on the speaker.

Softkey: **GListen**

Group Pickup

See [Call Pickup](#).

Headset Support

Allows you to use a headset with your phone.

Button: **Headset**

See also [Wideband Settings](#) and [Wireless Headset Remote Hookswitch Control](#).

Help System

Allows you to access information about phone features, buttons, and softkeys.

Buttons: **Help, Select**

Hold

Allows you to move a connected call from an active state to a held state.

Your phone allows one active call at a time; other calls are put on hold.

Button or softkey: **Hold**

See also [Hold Reversion](#) and [Resume](#).

Hold Reversion

Allows you to receive a single ring, beep, or flash at intervals when a call is holding. Hold Reversion can also provide visual reminders on your phone screen.

Button or softkey: **Hold, Resume**

See also [Hold](#) and [Resume](#).

Immediate Divert

Allows you to transfer a ringing, connected, or held call directly to your voice message system.

Softkey: **iDivert**

Intercom

Allows you to place and receive one-way calls using dedicated intercom lines. The target phone auto-answers with mute activated and broadcasts your message through the speakerphone (or through the headset or handset, if active).

The recipient can initiate two-way audio.

Button: **Intercom** line button

Intercom Call History

Allows you to view the most recent intercom calls.

See also [Call Logs](#) and [Intercom](#).

Join

Allows you to create a standard (ad hoc) conference by combining existing calls.

Depending on configuration, you can also use Join to combine existing conference calls into a single conference.

Softkey: **Join**

See also [Conference Features](#).

Keypad Lock

Allows you to lock and unlock the keypad on your Cisco Unified Wireless IP Phone.

Button: **Settings**

Softkey: **Menu**

Line Text Label

Allows you to create a line text label that appears on your phone screen for each phone line.

This feature can be useful if you have multiple lines on your phone.

You can access this setting from your User Options web pages.

See also [User Options Web Pages](#).

Locale Settings

Allow you to change the language (locale) that your User Options web pages and/or phone screen used to display text.

You can access locale settings from your User Options web pages.

See also [User Options Web Pages](#).

Log Out of Hunt Group

Allows you to log out of a hunt group and temporarily block hunt group calls. Logging out of hunt groups does not prevent non-hunt group calls from ringing your phone.

Button: **Hunt Group**

Softkey: **HLog**

Malicious Call ID

Allows you to notify your system administrator about suspicious or harassing calls that you receive.

Button: **Malicious Call ID**

Softkey: **MCID**

Meet-Me Conference

Allows you to host a Meet-Me conference in which other participants call a predetermined number at a scheduled time.

Button or softkey: **MeetMe**

See also [Conference Features](#).

Message Waiting Indicators

Allow you to receive audible and visual alerts for new voice messages, including:

- A stutter dial tone
- A continuous red light on your handset
- A message icon on your phone screen

You can configure some message waiting indicators from your User Options web pages.

See also [User Options Web Pages](#).

Mobile Connect

Allows you to switch between your desktop phone and your mobile phone without disrupting the call, and allows callers to reach you on your mobile phone by dialing your desktop phone number.

Mobile Connect can be useful if you want to answer a work call on your mobile phone and then switch to your desktop phone once you arrive at your workspace.

You can configure settings in your User Options web pages.

Button or softkey: **Mobility**

See also [Mobile Voice Access](#) and [User Options Web Pages](#).

Mobile Voice Access

Allows you to control Mobile Connect features through an interactive voice response (IVR) system.

See also [Mobile Connect](#).

Multilevel Precedence and Preemption (MLPP)

Allows you to make and receive urgent or critical calls. You can use MLPP access codes to set the priority level for calls that you make and you can identify priority levels for incoming calls by distinctive ring tones and phone screen icons.

Your system administrator must enable MLPP for your phone.

Multiple Calls per Line Appearance

Allows you to make and receive multiple calls on each of your phone lines.

Typical default configuration specifies four calls per phone line, but your system administrator can adjust this setting.

Multiple Lines per Phone

Allows you to use multiple phone lines to make and receive calls.

Your system administrator assigns one or more lines (directory numbers) to your phone.

Mute

Allows you to disable the audio input for your handset, headset, speakerphone, and external microphone, so that you can hear other parties on the call but they cannot hear you.

Button: **Mute**

Softkeys: **MuteOn**, **MuteOff**

New Call Indicator Setting

Allows you to specify the type of alert per line (such as ring once, beep, or flash only) that your phone uses to indicate an incoming call, depending on whether the phone is in use or idle.

You can customize the new call indicator setting from your User Options web pages.

See also [Call Waiting](#), [Ring Tone Setting](#), and [User Options Web Pages](#).

On-hook Dialing

See [Pre-Dial](#).

On-hook Transfer

Allows you to hang up to complete the transfer of a call.

See also [Transfer](#).

Online Help

See [Help System](#).

Other Pickup

See [Call Pickup](#).

Password Setting

Allows you to change your password from your User Options web pages.

See also [User Options Web Pages](#).

Personal Address Book (PAB)

Allows you to create a directory of personal contacts that you can access on your phone or from your User Options web pages.

For one-touch access to your address book, assign the PAB service to a programmable button, creating a service URL button on your phone. See your system administrator for details.

Buttons: **Directories, Services**

Softkey: **Menu**

See also [Personal Address Book Synchronizer](#), [Personal Directory](#), [Service URL Button](#), and [User Options Web Pages](#).

Personal Address Book Synchronizer

Allows you to synchronize data that is stored in your Microsoft Windows, Microsoft Outlook, or Microsoft Outlook Express address book(s) with the Cisco Unified Communications Manager directory and your Personal Address Book.

Your system administrator must enable this feature.

See also [Personal Address Book \(PAB\)](#).

Personal Directory

Allows you to set up and use Personal Directory features (Personal Address Book and Fast Dials) on your phone or from your User Options web pages.

Buttons: **Directories, Services**

Softkey: **Menu**

See also [Fast Dials](#), [Personal Address Book \(PAB\)](#), and [User Options Web Pages](#).

Phone Book

Allows you to create and use a personal phone book on your Cisco Unified Wireless IP Phone.

Softkey: **PhBook**

See also [Personal Address Book \(PAB\)](#).

Phone Help

See [Help System](#).

Phone Lock

Allows you to lock your Cisco Unified Wireless IP Phone.

Softkey: **Menu**

Phone Services

Allow you to subscribe to a phone service from your User Options web pages and then access the service on your phone.

Phone services can be useful for accessing features, network data, and web-based information such as stock quotes.

For quick access to services, assign a service to a programmable button, creating a service URL button on your phone. See your system administrator for details.

Buttons: **Services, Messages, Directories**

Softkey: **Menu**

See also [Service URL Button](#) and [User Options Web Pages](#).

Phone Screen

Allows you to view features, menus, call activity, caller ID, and other information on your phone.

PIN Setting

Allows you to change your PIN from your User Options web pages.

See also [User Options Web Pages](#).

Pre-Dial

Allows you to enter a phone number before getting a dial tone and to complete the call by going off hook (lifting the handset, pressing the speakerphone button, etc.).

See also [Auto Dial](#).

Privacy

Allows you to prevent coworkers who share your line from adding themselves to your calls or viewing information on their phone screens about your calls.

Button or softkey: **Private**

See also [Shared Line](#).

Programmable Buttons

Allow you to access:

- Phone lines (line buttons) and intercom lines (intercom buttons)
- Speed-dial numbers (speed-dial buttons)
- Web-based phone services (for example, a corporate calendar button or service URL button)
- Phone and call features (for example, a Privacy, Hold, or Transfer button)

Your system administrator can configure line buttons and other programmable buttons for your phone.

You can use your User Options web pages to assign some types of programmable buttons, such as speed-dial buttons and phone service buttons.

See also [Intercom](#), [Phone Services](#), [Service URL Button](#), [Speed Dialing](#), and [User Options Web Pages](#).

Quality Reporting Tool (QRT)

Allows you to submit call quality information to your system administrator upon request.

Button: **Quality Reporting Tool**

Softkey: **QRT**

Redial

Allows you to call the most recently dialed phone number by pressing a button.

Button or softkey: **Redial**

Remove Conference Participants

Allows the conference initiator to drop participants from the conference call using *Remove* or *Remove Last Conference Participant*:

- Remove drops the selected participant.
- Remove Last Conference Participant drops the most recently added participant.

Button: **Remove Last Participant**

Softkeys: **Remove**, **Remove Last Participant**, **RmLstC**, **RMLstC**

See also [Conference Features](#), [Secure Conferencing](#).

Resume

Allows you to resume a call that is on hold.

Button or softkey: **Hold**, **Resume**

See also [Hold](#) and [Hold Reversion](#).

Ring Tone Setting

Allows you to change the ring sound for each phone line.

Button: **Settings**

Softkey: **Menu**

See also [New Call Indicator Setting](#).

Secure Conferencing

Allows you to verify that a conference call is secure and identify non-secure participants. Phone screen icons indicate the security level of the conference and of each participant.

Security levels include: authenticated, encrypted, and non-secure.

See also [Conference Features](#) and [Remove Conference Participants](#).

Service URL Button

Allows you to access a phone service from a programmable button on your phone. You can assign services to buttons from your User Options web pages. See also [Phone Services](#), [Programmable Buttons](#), and [User Options Web Pages](#).

Shared Line

Allows you to use one phone number for multiple phones or to share a phone number with a coworker. For example, an administrative assistant might share a phone line with a manager or boss. Shared lines can use special features such as Barge and Privacy. See also [Barge](#) and [Privacy](#).

Silent Monitoring

Allows you (if authorized) to monitor calls without being heard by parties on the call. Parties might hear an intermittent tone (beep tone) during a call that is being monitored. See also [Call Recording](#).

Speaker Mode (listen-only)

Allows you to listen hands-free (without using the handset).
Softkey: **Monitor**
See also [Speakerphone Mode](#).

Speakerphone Mode

Allows you to talk and listen hands-free (without using a handset or headset).
Button: **Speaker**

Speed Dialing

Allows you to enter an index code, press a button, or select a phone screen item to place a call. You can use your User Options web pages to assign a speed-dial number to a programmable phone button or to an Abbreviated Dialing index code.
Button: speed-dial button, assigned keypad button
See also [Abbreviated Dialing](#), [Fast Dials](#), and [User Options Web Pages](#).

TAPS Registration

Allows you to register a phone with the network, as requested by your system administrator. TAPS is the Tool for Auto-Registered Phones Support.

Touchscreen

Allows you to press the phone screen to choose menu items, softkeys, and feature tabs (on Cisco Unified IP Phones with touch-sensitive phone screens only).

Transfer

Allows you to redirect a connected call from your phone to another number. Transfer features include *Transfer* and *Direct Transfer*:

- Transfer allows you to redirect a single call to a new number, with or without consulting the transfer recipient.
- Direct Transfer allows you to transfer two calls to each other without remaining on the line yourself.

Button: **Transfer**

Softkeys: **Transfer**, **Trnsfer**, **DirTrfr**

See also [Direct Transfer](#) and [On-hook Transfer](#).

User Options Web Pages

Allow you to use your computer to control features, settings, and services for your phone.

Cisco Unified CM User Options web pages (User Options web pages) can be useful for setting up speed-dial buttons, enabling call forward remotely, assigning services to programmable line buttons (service URL buttons), and configuring user mobility settings.

Your system administrator can provide you with User Options login information.

Vibration Alert

Allows you to turns the vibration alert on or off on your Cisco Unified Wireless IP Phone.

Button: Asterisk (*) key

Video Display Mode

Allows you to select the video display mode for viewing a video conference.

Your system administrator enables the supported video modes for your phone system.

Button: **Video**

Softkey: **VidMode**

Video Support

Allows you to make video calls, assuming the availability of compatible equipment (such as a camera and software).

Video support can be indicated by an icon on your phone.

View Conference List

Allows you to view current participants in a conference call.

Button: **Conference List**

Softkeys: **ConfList, ConfLis**

See also [Conference Features](#), [Remove Conference Participants](#) and [Secure Conferencing](#).

Viewing Angle Settings

Allow you to adjust the phone screen to accommodate your viewing angle.

Button: **Settings**

Voice Messaging

Allows you to access a voice-messaging service from your phone, if available.

Button: **Messages**

Softkeys: **Msgs, Message, Messages, Menu**

See also [Message Waiting Indicators](#).

Volume Settings

Allows you to adjust the volume level for the currently active audio device (handset, headset, or speaker). When no audio devices are active, pressing the Volume button adjusts the ringer volume.

Buttons: **Volume**, arrow keys

Softkey: **Volume**

WebDialer

Allows you to make calls on your phone to directory contacts by clicking items in a web browser.

Wideband Settings

Allow you to enable a wideband headset and/or handset on your phone.

Enabling wideband might result in greater audio sensitivity during a call if you use wideband devices.

Button: **Settings**

Wireless Headset Remote Hookswitch Control

Allows you to use a wireless headset with your Cisco Unified IP Phone to remotely answer calls, end calls, mute calls, and adjust the volume.

Your system administrator can enable this feature for your phone.

Refer to the wireless headset product documentation for information about connecting and using your wireless headset.

See also [Wideband Settings](#).

Wireless Phone Profiles

Allow you to change settings and profiles on your Cisco Unified Wireless IP Phone. Profiles include *User* and *Network*:

- User profiles allow you to change volume settings, keypad tones, and low battery indicators.
- Network profiles allow you to select profiles for different wireless LAN sites.

Button: **Settings**

Softkey: **Menu**

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