



Cisco Collaboration Systems Release 11.0/11.1

For your collaboration infrastructure, what if you could deliver a superior user experience while simultaneously simplifying administrator workload? We deliver all the capabilities you need in one unified product portfolio.

BENEFITS

- Make video conferencing more consistent, intuitive, easy to use, and simple to deploy.
- Expand collaboration beyond desktop-to-mobile scenarios.
- Allow collaboration beyond corporate boundaries by enabling connections with external partners, consultants, and customers.
- Help ensure interoperability with existing investments by using standards-based solutions.
- Provide flexible, cost-effective deployment options.

Overview

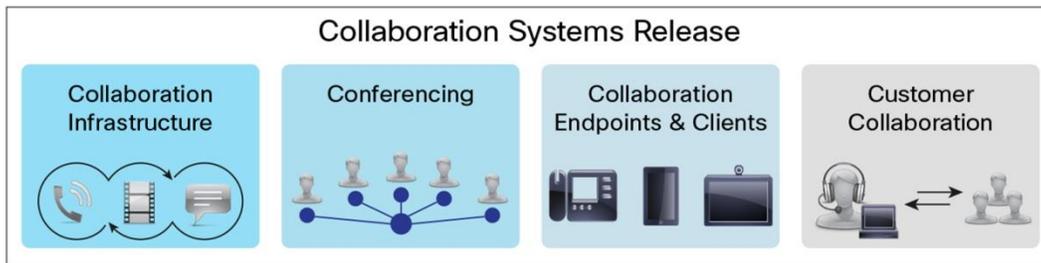
Two employees from different offices are working together to finalize a project. A vice president is video conferencing with global investors. A team of service representatives is resolving real-time issues to ensure optimal customer experiences. These types of interactions happen every day across organizations like yours. It takes a lot of people working together to be successful—and they're not always in the same place at the same time. So it's critical that you have the right collaboration technology in place.

You need a collaboration infrastructure that is easy to manage. You need communications endpoints that work for everyone. And you need it all to work wherever and whenever your users want it.

Now that type of collaboration is easier to achieve than ever. Cisco® Collaboration Systems Release (CSR) 11 provides a comprehensive set of infrastructure, applications, and endpoints. All designed, integrated, and validated to deliver a superior user experience and a simplified administrator workload. Whether deployed on premises, in the cloud, or through a hybrid model, Collaboration Systems Releases support simple, productive, and cost-effective collaboration, by anyone, anywhere, on any device.

CSR 11 is the latest in the ongoing evolution of our portfolio of collaboration products and solutions (Figure 1). Building on prior releases, CSR 11 continues our focus on key qualities that matter to users—experience, simplicity, and ubiquity.

Figure 1. Cisco Collaboration Systems Release 11 Delivers It All in a Unified Portfolio



For high-level information about Cisco collaboration systems, please visit [Cisco Collaboration Systems Documentation](#).

Collaboration Infrastructure

The Cisco collaboration core infrastructure has several key components, made up of products that have become increasingly integrated over time: call control and session management, collaboration gateways, and unified management. Together, these key components define and simplify a single end-to-end architecture for unified communications and collaboration that provides the best possible experience for users and administrators.

Cisco Unified Communications Manager

IP private branch exchange (PBX) functions provided by Cisco Unified Communications Manager sit at the center of the Cisco collaboration core infrastructure approach. They act as the glue that ties together and coordinates with the other collaboration applications and devices in the Cisco collaboration portfolio. These PBX functions give you the flexibility to connect users with the tools and resources they need to be effective in their jobs.

New with CSR 11.0 (Cisco Unified Communications Manager 11.0):

- **Enterprise groups and compliance for instant messaging and presence.** Cisco Jabber[®] users can search for groups in the Microsoft Active Directory and add them to their contact lists. If you update a group that is already added to the contact list, the list is automatically updated.
- **Next-generation encryption.** Cisco Unified Communications Manager supports Advanced Encryption Standard (AES) 256 encryption of Session Initiation Protocol (SIP) signaling and media for endpoints that also support it (such as the Cisco DX Series of endpoints with firmware release 10.2(4)).
- **Support for emergency calling.** Emergency Call Handler helps you manage emergency calls in your telephony network while following local ordinances and regulations. It provides essential emergency call features and supports a limited number of locations with phone location assignment by static configuration.
- **Audio conference bridging.** The Conference Now feature allows both external and internal callers to join a conference by dialing a Conference Now interactive voice response (IVR) directory number, which is a centralized conference assistant number. An IVR application guides the caller to join the conference by playing announcements.
- **Opus codec support.** Cisco Unified Communications Manager 11.0 supports the Opus audio codec.

Cisco Unified Attendant Console Standard

Cisco Unified Attendant Console Standard is a Microsoft Windows -based attendant console application for use with Cisco Unified Communications Manager. It supports up to 5000 contacts on a single instance.

New with CSR 11.0 (Cisco Unified Attendant Console Standard 11.0):

- Support for Cisco Unified Communications Manager versions 9.0(1) through 11.0(1).
- Additional contact fields displayed in the directory.

- Search for up to five directory fields, and directory search for accented characters using the nonaccented equivalent; for example, typing “a” returns contacts that contain “ä” and “å.”
- The **File > Options > Configuration** tab includes a **Sync Now** control that performs an on-demand directory synchronization.
- Editable unmapped fields for synchronized contacts.
- Improved Busy Lamp Field accuracy for contacts using shared lines and extension mobility.
- Caller ID name (if available) is displayed on incoming and active calls.
- Dialable mobile and home phone numbers.
- Pop-to-Front alerts display the application in front of all other open windows, even when it is not minimized.

Cisco Unified Attendant Console Advanced

Cisco Unified Attendant Console Advanced is a Microsoft Windows-based attendant console application for use exclusively with Cisco Unified Communications Manager. Because the application emulates the functions of a manual phone switchboard, it allows attendant console operators to quickly accept incoming calls and efficiently dispatch them to recipients within an organization.

New with CSR 11.0 (Cisco Unified Attendant Console Advanced 11.0):

- Support for up to 1000 system devices per server.
- Support for Cisco Unified Communications Manager 9.0(x) to 11.0(1).
- Support for Cisco Unified Communications Manager IM and Presence Service 9.0(x) to 11.0(1).
- E.164 is supported for directory devices.
- VMware ESXi 5.0 and 5.1 are supported.
- The Cisco Unified Attendant Console Advanced client can be used with Job Access with Speech (JAWS) screen-reading software versions 15 and 16.
- System devices can be distributed among up to 100 queue device groups.
- Citrix support now includes XenApp 7.6 and XenDesktop 7.6.
- Improved parked calls display.
- Support for Cisco IP Phone 7811, 8845, and 8865 and Cisco DX70 and DX80.

Cisco Collaboration Edge Architecture

Cisco Collaboration Edge Architecture offers users outside your firewall simple, highly secure access to all collaboration resources, including video, voice, content, instant messaging, and presence. Using Cisco Expressway, you can collaborate with people who are on third-party systems and endpoints or in other companies. It also allows teleworkers and Cisco Jabber mobile users to work more effectively on their devices of choice. In addition to the Cisco Jabber soft client, this architecture supports an expanding range of endpoints, most recently including the Cisco DX Series of collaboration endpoints, as well as the Cisco IP Phone 7800 and 8800 Series.

New with CSR 11.0 (Cisco Expressway X8.6):

- **Desktop sharing from Lync.** Cisco Expressway now supports desktop or application sharing from Lync clients to conference participants using Cisco collaboration endpoints.
- **License bypass for calls to Cisco Collaboration Meeting Rooms (CMR).** Cisco Expressway no longer requires Rich Media Session (RMS) licenses for calls to and from cloud-based Cisco CMRs. This includes SIP calls between the collaboration cloud and the CMR hybrid solution. (There is no license bypass for CMR Premises calls. H.323 calls to cloud-based CMRs still consume licenses.)

- **New codec support.** Cisco Expressway now supports the H.265 video and Opus audio codecs. The codecs are supported in SIP traversal calls (that is, calls where Cisco Expressway is handling the media streams).
- **Mobile and Remote Access (MRA) support for new endpoints (preview).** MRA is being expanded to include Cisco DX Series endpoints and the Cisco IP Phone 7800 and 8800 Series.

New with CSR 11.1 (Cisco Expressway X8.7):

- **Dial via Office-Reverse (DVO-R) through MRA.** DVO-R handles call signaling and voice media separately. All call signaling, including the signaling for MRA on Expressway, traverses the IP connection between the client and Unified Communications Manager. Voice media traverses the cellular interface and hairpins at the enterprise public switched telephone network (PSTN) gateway. Moving audio to the cellular interface helps ensure high-quality calls and securely maintained audio, even when the IP connection is lost.
- **Lync screen sharing through a gateway cluster.** Expressway X8.7 extends this feature to work on a cluster of gateway Expressway peers, so that a greater number of screen-sharing sessions can be simultaneously transcoded.
- **MRA with Cisco IP Phone 7800 and 8800 Series and DX Series.** MRA is now officially supported on the Cisco IP Phone 7800 and 8800 Series when the phones are running firmware version 11.0(1) or later. We recommend Expressway X8.7 or later for use with these phones.

- Cisco IP Phone 8800 Series
- Cisco IP Phone 7800 Series

MRA is officially supported with the Cisco DX Series endpoints running firmware version 10.2.4(99) or later. This support was announced with Expressway version X8.6.

- Cisco DX650
- Cisco DX80
- Cisco DX70

Cisco Prime Collaboration

Cisco Prime™ Collaboration gives you simplified, unified management across voice and video networks, which lowers operating expenses and helps ensure a superior quality of experience for the user. The solution offers automated, accelerated provisioning for the entire Cisco Unified Communications System and real-time monitoring and proactive troubleshooting across Cisco Unified Communications and Cisco TelePresence® solutions—all in one integrated product.

With Cisco Prime Collaboration, you can significantly accelerate site rollouts and dramatically reduce the time required for ongoing changes. So you get increased productivity while lowering operating expenses. In addition, by significantly simplifying moves, additions, changes, and deletions (MACDs), the solution makes it simple to delegate these tasks, allowing you to optimize IT resources and further reduce total cost of ownership. With support for both IP phones and Cisco TelePresence endpoints, Cisco Prime Collaboration further streamlines and simplifies the system administrator's work.

Cisco Prime Collaboration Provisioning features include automated processes for Cisco Unified Communications and Cisco TelePresence day-1 initial deployments and for day-2 MACDs. An intuitive user interface provides a single view of a subscriber and the subscriber's services, as well as a consolidated view of subscribers across the organization.

New with CSR 11.0 (Cisco Prime Collaboration Provisioning 11.0):

- **New user interface.** Cisco Prime Collaboration Provisioning has a new user interface to provide a better user experience.
- **Batch management enhancements.** Batch scheduling and management improve administrator productivity.
- **Common template.** You can use the common template for several endpoint models or lines. This reduces the number of templates to manage and choose from at order time.
- **Improved endpoint management.** You can add or update endpoints by uploading the endpoint file (a zip file containing a list of supported endpoints). The Endpoint Bundles pane displays a table with the list of endpoints that are available in the system and their supported Cisco Unified Communications Manager versions. These details about endpoints are automatically updated in the table based on the endpoints added to Cisco Prime Collaboration Provisioning.
- **Infrastructure object enhancements.** The following are supported through Batch Provisioning:
 - Feature group
 - Softkey templates
 - IVR service parameters
 - Computer telephony integration (CTI) route point line (change)The Cisco Unified Communications Manager 11.0 Conference Now and Emergency Location (ELIN) group features are supported through Batch Provisioning and the user interface.
- **Unified communications device support.** The following versions of the Cisco Unified Communications devices are newly supported:
 - Cisco Unified Communications Manager 11.0
 - Cisco Unity® Connection 11.0
 - Cisco Unified Communications Manager IM and Presence Service 11.0
 - Cisco Unified Communications Manager Express 11.0
 - Cisco Unity Express 11.0

Cisco Prime Collaboration Assurance provides management for Cisco voice and video collaboration systems through a single, consolidated view. This includes continuous, real-time monitoring and advanced troubleshooting tools for Cisco collaboration applications and endpoints, such as Cisco Unified Communications Manager, Cisco TelePresence Video Communication Server (VCS), Cisco Unified Contact Center, Cisco TelePresence, and so on.

As an add-on to the Assurance module, Cisco Prime Collaboration Contact Center Assurance offers monitoring and diagnostics for the Cisco Unified Contact Center Enterprise deployment.

Cisco Prime Collaboration Analytics provides historical reporting of key performance indicators (KPIs) and helps to analyze trends for capacity planning, resource optimization, and quality of service. It also helps track collaboration technology adoption rates in the network and provides metrics to help analyze how users are actually using the collaboration endpoints daily.

New with CSR 11.0 (Cisco Prime Collaboration Assurance 11.0):

Cisco Prime Collaboration Assurance Advanced 11.0 provides the following:

- **New user interface.** Improved user interface menu items offer a simplified navigation scheme.
- **Dashboards**
 - A Customer Voice Portal (CVP) License Usage dashlet under the License Usage dashboard allows you to view license usage for Cisco Unified CVP call servers.
 - A Contact Center Enterprise License Usage dashlet under the License Usage dashboard lets you view the list of devices, their capabilities, and the number of agents logged in to them.
 - You can view the Severely Conceal Seconds Ratio (SCSR), Conceal Seconds Ratio (CSR), Conceal Seconds, and Severely Conceal Seconds values in the Call Details pane of the Call Quality Troubleshooting page.
 - The Ops View dashboard is enhanced to display the hard and soft unregistered endpoints count as a separate entity.
 - You can view the cumulative utilization of the conference bridges for each conductor pool in your network from the Conductor Bridge Pool Utilization dashlet. This dashlet is available as a tab on the Utilization Monitor page.
 - You can view a new set of performance counters loaded for Cisco Finesse[®] and Cisco SocialMiner[®] devices with version 11.0.
- **Reports**
 - Voice call quality grading is performed based on the SCSR percentage in the following reports: call detail records and call management records reports, Network Analysis Module (NAM) and sensor reports, and voice call quality event history reports.
 - The call detail and call management reports are simplified to enhance the user experience. You can filter these reports by using the Displayfilter panel.
- **Monitoring and Diagnostics**
 - Session monitoring is supported for Collaboration Edge meetings and includes topology construction of MRA endpoints for point-to-point, multipoint, and multisite sessions.
 - You can cross-launch Cisco Prime Infrastructure features for devices that are managed in both Cisco Prime Infrastructure and Cisco Prime Collaboration applications to perform network diagnosis and troubleshooting for a session.
 - Cascading of Cisco TelePresence servers enables you to monitor the servers during ad hoc conference calls over Cisco TelePresence Conductor.

Cisco Prime Collaboration Assurance Standard 11.0 provides the following new features:

- **New user interface.** A new interface provides a better user experience.
- **General support.** Cisco Prime Collaboration Assurance Standard 11.0 supports the following:
 - Cisco Unity Connection 9.x and later
 - Cisco TelePresence Management Suite 9.x and later
 - Cisco Unified Communications Manager 9.x and later
 - Cisco Unified Communications Manager IM and Presence Service 9.x and later

Cisco Prime Collaboration Analytics provides the following new features:

- **New user interface.** A new interface provides a better user experience.
- **License Usage dashboard.** This dashboard helps you track the license usage of applications such as Cisco Unified Contact Center Enterprise and Cisco Unified CVP.
- **My Dashboard.** You can create a custom dashboard of your choice and add any existing dashlets to it.

Cisco Prime Collaboration Contact Center Assurance provides the following new features:

- **New user interface.** A new interface provides a better user experience.
- **Dashboards:**
 - You can view the Contact Center Enterprise License Usage dashlet under the License Usage dashboard to see the list of devices, their capabilities, and the number of agents logged in to them.
 - You can view the CVP License Usage dashlet under the License Usage dashboard to view license usage for Cisco Unified CVP call servers.

Cisco Business Edition 7000

Built on the virtualized Cisco Unified Computing System™ (Cisco UCS®) platform, the Cisco Business Edition 7000 (BE7000) is equipped with premium collaboration applications for voice, video, mobility, messaging, conferencing, instant messaging and presence, and contact center. Turn them on as your collaboration needs increase, and easily scale your users and devices by deploying additional BE7000 servers. The modular building-block design of the BE7000 is ideal for deployments of several hundred users to tens of thousands of users, providing plenty of room for future growth.

Cisco Business Edition 6000

Cisco Business Edition 6000 (BE6000) is a family of purpose-built, all-in-one, packaged collaboration solutions that are ideal if your company has between 25 and 1000 employees. Each BE6000 package solves complex communications challenges with one affordable platform that's easy to deploy, manage, and use. The BE6000 is scaled to the needs of small businesses and midmarket customers. A configure-to-order process simplifies ordering and deployment.

Cisco Unity Connection

Cisco Unity Connection is a robust unified messaging and voicemail solution that has flexible message access options and simplified IT management. With this solution you can access and manage messages from an email inbox, web browser, the Cisco Jabber platform, Cisco IP phone, smartphone, or tablet. Cisco Unity Connection also provides flexible message access and delivery format options, including support for voice commands, speech-to-text transcription, and even video greetings.

New with CSR 11.0 (Cisco Unity Connection 11.0):

- **Improved notifications.** The Summary Notification feature allows end users to receive summary notifications of their voice messages in an email message. The Missed Call Alert feature allows end users to receive missed call alerts in an email message.
- **Video greetings for call handlers and auto-attendants.** Video greetings are now supported with call handlers.
- **Increased Cisco Jabber client scalability.** Cisco Unity Connection 11.0(1) and later offer increased Cisco Jabber client support.

Conferencing

Cisco video conferencing products give you scalable and affordable conferencing no matter how big—or small—your business is. By simplifying delivery and use of video conferencing, you can increase the return on your investment. Flexible deployment models support your existing endpoints and allow you to take best advantage of new ones.

Cisco TelePresence Server

With Cisco TelePresence Server, you get intuitive, business-quality video conferencing. It resides at the core of the Cisco collaboration infrastructure portfolio, enabling on-premises Cisco CMR deployment with Cisco Unified Communications Manager, Cisco TelePresence Conductor, and Cisco TelePresence Management Suite (TMS).

New with CSR 11.1 (Cisco TelePresence Server 4.2):

- **Multiparty license mode.** Cisco TelePresence Server Release 4.2 introduces a multiparty license mode. This allows you to administer multiparty licenses centrally on Cisco TelePresence Conductor instead of having to load screen licenses locally on each server.
- **Conductor support without an encryption key.** This release introduces support for Cisco TelePresence Conductor without the need for an encryption feature key. Cisco TelePresence Conductor requires Transport Layer Security (TLS) for SIP communication with the Cisco TelePresence Server, and as such the encryption feature key was needed to enable TLS. Now TLS for HTTP and SIP is available without the need for the encryption feature key.
- **Change default administrator credentials on first login.** This release introduces a security improvement that requires the default administrator credentials to be changed on first login. No functionality or configuration is possible on the server until the default administrator credentials have been changed.
- **New serial command: `reset_config_preserving_keys`.** This release introduces a new serial command to simplify and speed up the process of restoring a unit to its factory settings.
- **Cisco TelePresence Server on Multiparty Media 410v and 820.** For increased scale and improved cost-effectiveness, Cisco TelePresence Server takes advantage of new hardware platforms. The Cisco TelePresence Server on Multiparty Media 410v (MM410v) is based on the latest Cisco UCS servers, including the Cisco UCS C220 M4 Rack Servers and B200 M4 Blade Servers. Up to eight MM410v blades can be mounted in a 6-rack-unit (6RU) Cisco UCS 5108 Blade Server Chassis for industry-leading port density. The increased scale of these new offerings simplifies the system administrator's job in meeting your organization's video conferencing requirements. The Cisco TelePresence Server on Multiparty Media 820 is a new, high-performance conferencing blade for the Cisco TelePresence MSE 8000 Series chassis, supporting the advanced features of the latest versions of Cisco TelePresence Server software.

Cisco TelePresence Conductor

Cisco TelePresence Conductor software simplifies multiparty video collaboration. It orchestrates the allocation of conferencing resources for every user in a meeting, so user experiences are always consistent, no matter the user, meeting type, or endpoint. By enabling increased scale and reducing the administration effort, Cisco TelePresence Conductor makes conferencing management easy.

New with CSR 11.0 (Cisco TelePresence Conductor XC4.0):

- **Multiparty licenses.** This new Cisco TelePresence Server licensing model is user-based instead of screen-based. Two types of multiparty licenses are supported:
 - **Personal Multiparty (PMP):** Each license is assigned to a specific user. PMP licenses are suitable for users who start conferences frequently.

- **Shared Multiparty (SMP):** Each license is shared by multiple users, but only in one conference at a time. SMP licenses are suitable for users who start conferences infrequently.

To support multiparty licensing, connections between Cisco TelePresence Conductor and the conference bridges must use HTTPS. (We recommend HTTPS in any case.)

Multiparty licensing requires the following product versions:

- Cisco TelePresence Management Suite 15.0 or later
- Cisco TelePresence Management Suite Provisioning Extension (TMSPE) 1.5 or later
- Cisco TelePresence Server 4.2 or later
- **Fully qualified domain names (FQDNs) for additional IP addresses for LAN 1.** An FQDN is required for additional IP addresses if you want to use a public certificate authority to sign the Cisco TelePresence Conductor certificate. We recommend that you configure Cisco TelePresence Conductor by adding ad hoc and rendezvous addresses to the public certificate.
- **Cisco TelePresence Server encryption key no longer required.** An encryption key is no longer required to use version 4.2 or later. The message on the **Conference Bridge Status** page has changed from “Encryption key installed” to “Signaling encryption enabled.” Before Cisco TelePresence Server version 4.2, signaling encryption was enabled only if the encryption key was installed. The term “encryption key” is replaced with “media encryption key” beginning in version 4.2. Most customers outside of Russia will still want to install this key. Encryption keys installed in servers running a software version earlier than 4.2 are automatically converted to media encryption keys when upgrading to version 4.2 or later.

New with CSR 11.1 (Cisco TelePresence Conductor XC4.1):

- **Usage report.** A new Usage Report page (**Maintenance > Diagnostics > Usage report**) lets you download a log file that contains usage information. Up to 10 GB of log entries can be stored and remain available for download. Logging is automatically enabled and runs when events take place. Available download formats include CSV, XML, and JSON. The report is designed to help you determine everyday bridge utilization and hourly usage.
- **Conference placement settings.** This setting on the new Global Settings page (**Conference configuration > Global settings**) allows you to specify how Conductor selects bridges. Choose the option that corresponds to the most common type of conference in your company.
 - **Favor Scheduled:** Selects the bridge with the fewest conferences currently in progress (better for conferences that start at the same time). This is the default setting.
 - **Favor CMRs:** Selects the bridge with the most spare capacity (better for conferences with staggered start times).
- **Support for Active Meeting Manager in TMSPE.** Conference hosts can now control their Personal CMRs using Active Meeting Manager in TMSPE, providing a user-friendly alternative to using the endpoint control panel and replacing the capabilities of Conference Control Center in Cisco TelePresence Management Suite.

Note: Scheduled meetings are not currently supported with Active Meeting Manager.
- **SIP domain override settings.** If you are using a deployment that does not include a TMSPE, you can configure the SIP domain on the new Global Settings page (**Conference Configuration > Global settings**). When a SIP call comes in, the Conductor IP address or FQDN will be replaced with the configured SIP domain. The results will be matched against the configured aliases. (Example: 1234@conductor_ip/1234@conductor_fqdn becomes 1234@configured_sip_domain)

Cisco TelePresence Management Suite

Cisco TelePresence Management Suite offers you flexible, intuitive scheduling tools for conferences across the range of the Cisco collaboration infrastructure portfolio, including Cisco Unified Communications Manager, Cisco TelePresence Server, Cisco TelePresence Conductor, and Cisco CMR. Cisco TelePresence Management Suite comprises several related products:

- Cisco TelePresence Management Suite
- Cisco TelePresence Management Suite Extension for Microsoft Exchange (TMSXE)
- Cisco TelePresence Management Suite Provisioning Extension (TMSPE)

New with CSR 11.0 (Cisco TelePresence Management Suite 15.0, TMSXE 5.0, TMSPE 1.5):

- **Moved audit log settings.** We have improved application security by moving the following settings to Cisco TMS Tools:
 - **Administrative Tools > Configuration > General Settings > Enable Auditing**
 - **Administrative Tools > TMS Server Maintenance > Audit Log data purge settings**
- **Improved Cisco TelePresence Management Suite performance.** The overall performance has been significantly improved by running Internet Information Server (IIS) Application Pool in 64-bit mode.
- **Removed checking of client certificates.** “Request Client Certificates for HTTPS API” has been removed from **Transport Layer Security Options** in **Cisco TMS Tools > Security Settings > Advanced Security Settings**.
- **Early join for scheduled point-to-point calls.** Participants in a point-to-point conference may now be able to join five minutes prior to the scheduled time. This lets the Join button appear for all types of participants in a conference.
- **Preferred call protocol option.** The administrator can choose between H.323 and SIP as the call protocol when routing a conference.
- **Configurable user credentials to add CE.** It is possible to use nondefault credentials (other than the administrator) for customer edge (CE) software endpoints in Cisco TelePresence Management Suite for communication. You can edit passwords of CE endpoints for the credentials that are currently used. This changes the password on the endpoint and makes Cisco TelePresence Management Suite use the new password.
- **Improved communication security.** For enhanced secure communication, two security settings have been merged into a single new setting, **Communication Security**. Now you can set the level of communication security to medium, medium-high, or high for all connections of Cisco TelePresence Management Suite.

New with CSR 11.1 (Cisco TMS 15.1, TMSXE 5.1, TMSPE 1.6):

- **New email template.** User experience has been enhanced by introducing a new template for booking invite and meeting cancellation emails. It is made responsive for all types of email clients in various operating systems, such as iOS, Android, and Windows. The previous template is renamed “legacy template” and the new template is used as the default template in the current version of Cisco TelePresence Management Suite.
- **Meeting information page.** Added for host and participants in all ongoing and upcoming meetings. The following meeting information is available on the page:
 - **Joining information:** Contains information that a participant can use to join the meeting.
 - **Rooms and participants:** Lists the participants in the meeting.

- Meeting details: Lists the details of the meeting.
- A link to set advanced meeting options in the Cisco TelePresence Management Suite Booking user interface.
- **Location information field.** A new Location field has been added in **Cisco TMS > Booking > New Conference**. It can be used by the organizer to display the physical location(s) of the conference. The values, available in the Location field in Microsoft Outlook, are displayed in this field for the deployments that use Cisco TMSXE 5.1.
- **Dial-in number allocation.** The dial-in number allocation behavior has been improved for meetings that are edited.

Cisco TelePresence Content Server

The Cisco TelePresence Content Server simplifies the process of capturing and sharing many types of content throughout your organization, including lectures, training sessions, meetings, and any critical events.

With Cisco TelePresence Content Server, your organization can record and stream high-quality video and content for live and on-demand access. You can also distribute your content, live or recorded, to any PC or portable media device or to Cisco Show and Share[®].

Collaboration Endpoints and Clients

Cisco endpoints range from IP phones and video endpoints to desktop, mobile, and web clients.

Cisco IP Phone 7800 and 8800 Series

The Cisco IP Phone 7800 Series provide reliable, full-featured, and affordable voice communications. The 8800 Series offers additional user features, including support for Cisco Intelligent Proximity for sharing contacts and call history from the user's personal mobile device. With CSR 11.0, the newest members of the 8800 Series also support video collaboration.

New with CSR 11.1 (endpoint software version 11.0):

- **More debugging options.** Debugging options have been enhanced for the Cisco IP phones. When administrators experience a phone problem that they cannot resolve, they can enable debugging for the phone, reproduce the problem, and send the logs to the Cisco Technical Assistance Center (TAC) for analysis. Administrators can also implement multilevel and multisection support for the parameters.
- **Official support for MRA through Expressway.** MRA provides a way for remote workers to easily and securely connect into the corporate network without using a VPN client tunnel. The feature uses TLS to secure network traffic.

Latest Generation of Cisco TelePresence MX Series Endpoints

The latest generation of Cisco TelePresence MX Series endpoints provides high-quality video collaboration in just about any room. The MX300 G2 and MX200 G2 are value products within the MX Series of collaboration room endpoints, and the MX700 and MX800 represent the performance line within the portfolio. Both combine beautiful design and powerful functions into all-in-one solutions for meeting room deployments.

New with CSR 11.1 (endpoint software version CE8.0):

- **Cisco Intelligent Proximity.** Allows users to connect their PC, MAC, iOS, or Android device to an endpoint wirelessly. Depending on what services have been enabled for Intelligent Proximity, users can get locally or remotely shared content to their Android and iOS devices, and/or access endpoint call control. When Intelligent Proximity is connected with the Cisco Proximity app for PC or Mac, users can wirelessly share images of their laptop screen locally if the system is not in a call, and remotely if the system is in a call.

- **Multistream.** Enhances the user experience while in a conference with multiple participants. The main benefits of this feature are:
 - A two-screen system (that is, Cisco TelePresence MX700 and MX800 Dual) will be able to use both screens for video participants when participating in a multistream-enabled conference.
 - Layout control is more flexible and can be selected on the endpoint locally. This experience is enhanced when using a two-screen system.

Cisco TelePresence SpeakerTrack 60

The Cisco TelePresence SpeakerTrack 60 is a dual-camera system for room-based video endpoints. One camera quickly locates the active speaker and presents a close-up of that speaker. At the same time, the other camera gets ready to seek and display the next active speaker. The result is very fast camera switching and an uninterrupted meeting experience.

Cisco DX Series Endpoints

The Cisco DX Series is an innovative set of multifunction touchscreen devices. With these endpoints you can launch lifelike HD video meetings with any standards-based H.264 Advanced Video Coding (AVC) device, including smartphones, Cisco TelePresence systems, and Cisco WebEx[®] and video-enabled Cisco Jabber applications. Use these phones as you would a Cisco IP phone to run presence, instant messaging, and Android applications, all on a single, easy-to-use device.

New with CSR 11.1 (endpoint software version 10.2.5):

- **Access to call statistics.** There is now a shortcut to display call statistics on screen during a call.
- **CA trust list update.** For a DX Series device to authenticate an Expressway certificate and establish a TLS session, the Expressway certificate must be signed by a public certificate authority (CA) that is trusted by the DX Series firmware. It is not possible to install or trust other CA certificates on DX Series devices for authenticating an Expressway certificate. (See <http://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/products-technical-reference-list.html> for the current list of supported CA certificates.)
- **Contacts search.** Users can now search for and call contacts from the corporate directory from the Calls tab.
- **Default wallpaper (DX650 only).** The default wallpaper folder has changed to Desktops/1569x600x24/Wallpapers that were pushed to the device before this release still display on the device, unless it is factory reset. A DX650 with the 10.2(5) load that is registered to Cisco Unified Communications Manager receives the wallpaper from the communications manager only if the wallpaper is in the Desktops/1569x600x24/ folder (and the Background Image field is set properly in the communications manager).
- **HDMI audio.** Audio from a PC that is connected to the HDMI port of a DX Series device will play through the device's speakers. During a call, the audio from the PC will be mixed with the audio received from the call. During a call with a presentation, audio from the PC will be shared on the call.
- **SIP URI.** Users can now tap a SIP URI to start a call from applications such as Meetings or Email.
- **Stay in PC mode.** While users are working in PC mode, they receive calls in a picture-in-picture (PiP) window. If they use Cisco Jabber desk-phone control mode, they can also make calls from the Cisco Jabber application on their PC and have it appear in a PiP window. The PiP works for both audio and video calls, includes a keypad, and can be expanded to full screen.

Cisco TelePresence IX5000 Series Endpoints

The Cisco TelePresence IX5000 Series is a triple-screen video collaboration system that offers the market's most vivid immersive collaboration experience today.

New with CSR 11.0 (endpoint software version 8.0.5 and 8.0.6):

- **Improved video quality.** Software release 8.0.5 improves IX5000 Series system video quality by enhancing the gradual decoder refresh (GDR) feature for H.264 calls.
- Software release 8.0.6 extends support for dual-tone multifrequency (DTMF) tones.

New with CSR 11.1 (endpoint software version 8.1):

- **Improved user experience.** Software release 8.1 provides an improved user experience on the Touch10 panel, and provides support for Intelligent Proximity (call control features and the ability for users to receive content on iOS and Android devices).

Cisco Intelligent Proximity for Mobile Voice

Cisco Intelligent Proximity is a suite of features that activate when users bring their mobile devices within proximity of select Cisco voice and video collaboration endpoints. It allows users to synchronize mobile devices wirelessly to accomplish tasks such as importing contacts and call histories. It also lets users move the audio from a mobile phone to a different endpoint when they get closer to these endpoints.

Cisco TelePresence SX80 Codec and SX10 Quick Set

The Cisco TelePresence SX80 Codec provides a powerful and flexible platform for creating the ultimate video collaboration experience. Built with integration in mind, the SX80 supports flexibility and creativity for customized video collaboration rooms. Cisco offers three SX80 integrator packages to reduce the need for external equipment and the overall cost of deploying video in larger meeting rooms. The packages include:

- SX80 Codec and PrecisionHD camera: 1080p4x for smaller room scenarios
- SX80 Codec and Precision 60 Camera for larger room scenarios: Currently the best image quality in the market
- SX80 Codec and the SpeakerTrack 60 dual-camera system, which features an innovative, direct, and fast switching approach for active speaker tracking

Meanwhile, the Cisco TelePresence SX10 Quick Set is an all-in-one unit that combines with any flat-panel display to video-enable small collaboration spaces.

Cisco Jabber

The Cisco Jabber solution lets users access presence, instant messaging, voice, video, voice messaging, desktop sharing, and conferencing. Now they can find the right people, see if and how they are available, and collaborate using their preferred method.

The Cisco Jabber application is available on a range of user devices—Microsoft Windows and Mac OS X computers, Apple iOS devices, and devices running the Google Android operating system. These versions of the application have a consistent feature set and a similar design so that users have a consistent experience regardless of the device they are using.

With the latest version, a single click of the mouse can escalate a multiparty instant messaging conversation into a multiparty video conference, hosted on Cisco TelePresence Server, a Cisco WebEx meeting, or Cisco CMR Cloud.

New with CSR 11.0:

All Cisco Jabber 11.0 versions:

- **Enhanced conferencing: Cisco CMR Cloud and Cisco WebEx Personal Room.** Within a group chat, a user can escalate an instant messaging conversation to an audio and video conference using Cisco CMR Cloud or Cisco WebEx Personal Rooms.
- **Far-end camera control (FECC).** For devices that support it, users can direct cameras on the other end of video calls and control the screen layout during conference calls. An icon is displayed in calls using cameras with FECC that they can use to pan, tilt, and zoom the far-end camera. This feature is available only in softphone mode.
- **DTMF digit management.** While on a call, a user can cut and paste DTMF digits to enter a PIN. You can also include DTMF digits with your protocol handlers to create links that participants can use to quickly access their meetings.
- **Opus audio codec support.** The Cisco Jabber platform supports the Opus codec for audio capabilities. This feature requires Cisco Unified Communications Manager IM and Presence Service Version 11.0.

Cisco Jabber 11.0 for Windows:

- **IBM Notes contact search.** Users can now search for and add local IBM Notes contacts to their contact lists.
- **Jabber to Jabber calling.** Provides basic voice and video calling between Cisco Jabber clients without Cisco Unified Communications Manager registration. This feature applies to cloud deployments only. Jabber to Jabber calling is supported only for users who authenticate to the Cisco WebEx Messenger service.
- **Persistent chat-room features.** Users can search directly from persistent chat rooms; escalate persistent chat-room conversations to audio and video conferencing using Cisco CMR, Cisco WebEx Personal Rooms, or other conferencing solutions; and share their screens with other participants in a persistent chat room.
- **Click-to-call features.** A user can make a Cisco Jabber call using an administrator-defined global keyboard shortcut that is active from any application on their desktop. And the Cisco Jabber application now supports registering as the click-to-call URI handler.
- **Instant messaging only share: Groups of 10.** Users can now share their screens from an instant message with groups of up to 10 Cisco Jabber for Windows users.

Cisco Jabber 11.0 for Mac:

- **Persistent chat-room support.** Search directly from persistent chat rooms.
- **URI links in chat window.** Enter URL links in the chat window, and chat participants can click the links to start calls and chats.

Cisco Jabber 11.0 for iOS and Android:

- **G.722 audio codec.** Support for this codec enhances voice communication for voice over IP (VoIP) calls. This wideband audio codec, which delivers a superior call experience, is a default codec for calls to Cisco IP desk phones and other portfolio endpoints.
- **Flexible DSCP and separate port range.** Administrators can use flexible differentiated services code point (DSCP) to assign different priorities to audio and video streams. Also, administrators can set separate port ranges for audio and video on the SIP profile.

- **Publish location information.** Users can add their location information on the Cisco Jabber client for their contacts to see. To show the location, they configure the Location Enabled parameter. They can customize the settings in the Options menu.

New with CSR 11.1:

All Cisco Jabber 11.5 versions:

- **Message broadcast.** Allows users to send a single IM to multiple contacts. Users can select multiple contacts or a group of contacts from their contact list and send a broadcast message to all of them at once. Recipients receive broadcast IMs in the same way as normal one-to-one chats.
- **Multiple device messaging (cloud).** Users who are signed in to multiple devices can now see all sent and received IMs on each device, regardless of which device is active. Notifications are synchronized; if an IM is read on one device, it shows as read on other signed-in devices

Cisco Jabber for Windows Release 11.5:

Chat and Presence

- **Chat alert sound menu.** Users can change the default alert sound to a preconfigured sound or add their own sound file. Instructions on how to add new sound files are in the **Cisco Jabber for Windows 11.5 User Guide**.
- **Mentions in chat window tray.** If mentions are enabled, users can use the new Mention button in the chat window tray to mention users in chat rooms.
- **Remember open conversations on sign-in.** Each time users sign in to the client, the person-to-person conversations (maximum 30 conversations) that were open when they signed out can be restored.
- **Chat with federated contact from search results.** Users can now chat with and call federated contacts without having to first add them as contacts.
- **Choose destination folder for chats and file transfers.** Users can now specify their own folder destination for saved chats and file transfers.

Telephony

- **Jabber to Jabber calling.** Provides basic voice and video calling between Cisco Jabber clients without Cisco Unified Communications Manager registration. Jabber to Jabber calling is supported only for users who authenticate to the Cisco WebEx Messenger service.
- **Deskphone video extended to Windows 10.** Deskphone video is now supported on Microsoft Windows 10.
- **Browser click to call: Internet Explorer, Google Chrome, and Mozilla Firefox.** Users can now start a call directly from a browser by highlighting a phone number and choosing to call the number or call with edit.

Sharing Enhancements

- **Select screen to share.** Users with multiple monitors can select which screen to share during screen sharing.

Contact Enhancements

- **Contact card on hover split button.** Contact cards are displayed when users hover over a contact's name in the Contacts list. If a contact has more than one phone number, a split call button is now shown on the contact card.
- **Contact card on search.** Contact cards can now be displayed when users hover over contact names in a search result.

- **Contact search on IBM Notes.** Users can now search for and add local IBM Notes contacts to their contact lists.

Cisco Jabber for Mac Release 11.5:

Calling Features

- **Hunt groups.** Enable incoming calls to be directed to a group of users. The call route is based on several factors, including first available, longest idle, broadcast hunting, and circular hunting. You can use Cisco Jabber and desk phones to answer hunt group calls.
- **Call pickup.** Allows users to pick up incoming calls from their own group. Group Call Pickup and Directed Call Pickup allow users to pick up incoming calls to another group or individual, respectively. You can use Cisco Jabber and desk phones to answer call pickup calls.
- **Personal ringtone.** Users can select a ringtone for incoming calls from a menu of distinctive ringtones for their client in the **Preferences** window.
- **Call with edit.** This menu option is available from the main window by right-clicking over a contact's name. When users select a number from this menu option, the call number is copied into the **Search or Call** field. Users can edit the number before making the call.
- **Extend and connect.** Users can use the client to do the following:
 - Make and receive calls on a third-party IP phone in the office.
 - Control a third-party IP phone in the office, such as hold or resume.
 - Control a home or hotel phone when connecting with Expressway for MRA.

Chat and Presence Features

- **Restore chats on sign-in.** When users sign in to the client, the chat sessions that were open when the user signed out of the client are restored. This feature applies to one-to-one chats.
- **Alert when available.** Users can set the client to notify them when a contact becomes available.
- **Locations.** Create, define, and display locations in the client for your contacts to see.
- **Persistent chat rooms:**
 - Administration and management. Administrators can now create and delete rooms, manage membership, and moderate rooms. Define room moderators who can create or remove rooms, add or remove members, and define room types and descriptions.
 - Room discovery and enrollment. View joined rooms, browse through a list of available rooms, join open rooms, and request membership of members-only rooms.
 - Persistent chat rooms are applicable to on-premises deployments only.
- **Logout inactivity timer.** This timer allows you to automatically log users out of the client after being inactive for a specified amount of time.

Cisco Jabber for Android Release 11.5:

- **Enhanced OS support:**
 - Cisco Jabber is supported on the Android 6.0 Marshmallow OS.
 - Cisco Jabber is supported on all Android Wear that has Android OS 5.0 or later and Google Play service 8.3 or later.
- **Bluetooth controls in Jabra Motion headset.** Users can answer and end a Cisco Jabber call using Bluetooth controls on a Jabra Bluetooth headset with firmware version 3.72 or later.

- **Security improvements:**

- **Administrator-controlled inactivity timer.** The inactivity timer automatically logs out users from Cisco Jabber after a specified period of inactivity.

Cisco Jabber Guest

Browser-based Cisco Jabber Guest allows users to click a link in a website and immediately experience high-quality, real-time communications. Users can range from one-time interactions with customer service or sales departments, including remote experts, to general-purpose, frequent interactions with customers, partners, and suppliers.

Customer Collaboration

The Cisco Customer Collaboration portfolio provides capabilities to differentiate your business by:

- Routing contacts to the most appropriate and available agent based on your own business rules and objectives.
- Streaming call-event and customer-profile information directly to your agents' desktops for more personal interactions with customers.
- Incorporating social media to proactively respond to customers on Twitter, Facebook, and other public forums or blogging sites.
- Supporting mobile customers through innovative integrations with mobile applications, including video interactions, to deliver service the way customers prefer.
- Providing contact center managers and supervisors with detailed reports and dashboards showing agent productivity and customer service levels.
- Generating reports specific to the management of your contact center business based on an enterprisewide view of timely and accurate data.

Cisco Unified Contact Center Enterprise

Cisco Unified Contact Center Enterprise delivers intelligent contact routing, call treatment, network-to-desktop CTI, and multichannel contact management over an IP infrastructure. It combines automatic call distributor (ACD) functions with IP telephony in a unified solution, allowing your company to rapidly deploy a distributed contact center infrastructure.

New with CSR 11.0 (Cisco Unified Contact Center Enterprise 11.0):

- **Platform updates.** In release 11.0, Cisco Unified Contact Center Enterprise now requires Microsoft Windows 2012 R2 Standard Edition and Microsoft SQL Server 2014 64-bit Standard or Enterprise Edition.
- **ESXi Release 5.5 support.** Support for ESXi Release 5.5 Update 2 is now available.
- **Live Data.** This release extends support for Live Data from Cisco Packaged Contact Center Enterprise to include Cisco Unified Contact Center Enterprise.
- **IPv6 support.** Cisco Unified Contact Center solutions can now support IPv6 connections for agent and supervisor Cisco Finesse desktops and phones. Your IPv6-enabled deployment can use either IPv6 only or a mix of IPv4 and IPv6 endpoints. Servers that communicate with those endpoints can now accept IPv6 connections in addition to IPv4 connections. Communications between those servers and contact center Central Controller nodes continue to use IPv4 connections.
- **Contact sharing.** Contact sharing allows you to scale beyond 12,000 agents by routing calls to two Cisco Unified Contact Center Enterprise instances.

- **Precision queue enablement in a hybrid deployment.** System administrators can create precision queues for routing and queuing to Cisco Unified Communications Manager agents in a Cisco Unified Contact Center Enterprise hybrid deployment.
- **Failover enhancements.** Outstanding dialogs terminate in the router during failure scenarios for Type 10 Voice Response Unit (VRU) peripherals. This process helps make sure that the system does not attempt to use and reserve agent resources without the ability to deliver a call.
- **Endpoints for agents and callers.** This release includes support for the following endpoints:
 - Cisco IP Phone 7821, 7841, and 7861
 - Cisco IP Phone 8811, 8841, 8851, 8861, 8845, and 8865
 - The 8845 and 8865 models have video capability.

Cisco Unified Contact Center Express

Cisco Unified Contact Center Express delivers a highly secure, available, virtual, and sophisticated customer interaction management solution for up to 400 agents. This integrated, comprehensive contact center solution is intended for both formal and informal contact centers in midmarket, enterprise branch office, and corporate departments.

New with CSR 11.0 (Cisco Unified Contact Center Express 11.0):

- **Email enhancement.** This feature allows the agent to discard email. Appropriate historical reports have been enhanced to provide information regarding the number of discarded emails.
- **Cisco Finesse IP Phone Agent.** Cisco Agent Desktop is deactivated in Release 11.0(1). Cisco Finesse IP Phone Agent provides a replacement for Cisco Agent Desktop IP Phone Agent.
- **Outbound enhancement.** This feature allows outbound campaigns to have duplicate contact entries so that contacts can be called multiple times within the same day.
- **Standalone Unified Intelligence Center.** This feature allows Cisco Unified Intelligence Center to be installed on a standalone server that is connected to Cisco Unified Contact Center Express to provide support for multiple data sources and custom reporting.
- **Cisco Unified Intelligence Center reporting enhancements.** This feature introduces enhancements to Live Data gadgets and historical reports to improve the user experience.
- **Post-call treatment.** Post-call treatment allows Cisco Unified Contact Center Express to provide treatment to an Interactive Call Distribution (ICD) call once the agent ends the call from the Cisco Finesse Desktop. Post-call treatment can be used for use cases such as transferring the call to a survey for customer feedback.

Cisco Finesse Agent and Supervisor Desktop

The Cisco Finesse Agent and Supervisor Desktop is designed to provide a collaborative experience for the various communities that interact with your customer service organization. This next-generation desktop helps improve the customer experience while offering a user-centric design to enhance customer care representative satisfaction.

New with CSR 11.0 (Cisco Finesse Agent and Supervisor Desktop 11.0):

- **Sign-in URL now requires FQDN.** To sign in to the Cisco Finesse administration console or agent desktop, enter the FQDN of the Cisco Finesse server in the URL. If you enter the server IP address or hostname, Cisco Finesse redirects your browser to the server FQDN.

- **Multiple call-variables layouts.** In previous releases, Cisco Finesse supported only one default call-variables layout. With Release 11.0(1), the Call Variables Layout gadget allows you to define up to 200 unique call-variables layouts (one default layout and 199 custom layouts) to display on the Cisco Finesse agent desktop.
- **Cisco Finesse IP Phone Agent.** With Cisco Finesse IP Phone Agent (IPPA), agents can access Cisco Finesse capabilities on their Cisco IP phone as an alternative to accessing them through the browser. The phone agent does not provide the full set of Cisco Finesse features that are supported using the browser, but it does allow agents and supervisors to receive and manage Cisco Finesse calls if they do not have access to a PC.
- **Accessibility.** The Cisco Finesse desktop supports features that improve accessibility for low-vision and vision-impaired users.
- **Increased capacity of phonebooks and contacts.** Cisco Finesse Release 11.0(1) increases the maximum number of team phonebooks from 50 to 300 and total contacts in all phonebooks from 1500 to 50,000.

Cisco MediaSense

Cisco MediaSense is an open-standard, network-based, scalable platform that supports recording, playback, live streaming, and storage of media, including audio and video, with rich recording metadata. It gives you an efficient, cost-effective platform for capturing and storing conversations with your customers.

New with CSR 11.0 (Cisco MediaSense 11.0):

- **In-browser playback.** In addition to Java media player, you can play back an audio recording using the HTML5 playback feature of the browser.
- **Cisco Finesse AgentInfo gadget.** The AgentInfo gadget can be configured on the Cisco Finesse agent desktop to convey agent information from Cisco Finesse to Cisco MediaSense. The agent information includes login ID, login extension, first name, and last name. It also keeps a track of the agent sign-in and sign-out times.
- **Agent information in Cisco MediaSense Search and Play.** You can search for recordings based on agent information and view agent information in the search results. The agent information includes login ID, login name, first name, and last name.
- **Cisco Unified Communications Manager line display name in Cisco MediaSense Search and Play.** Enter the line display name in the Line Name text box to search for a recording.
- **Call association for network-based recording and Cisco Unified Border Element dial-peer recording.** Cisco MediaSense 11.0(1) supports call association for Cisco Unified Communications Manager network-based recordings and Cisco Unified Border Element dial-peer recordings.
- **Search on archived recordings.** You can search archived recordings in Cisco MediaSense Search and Play using the Archive Calls tab. Use the session ID, participant ID, and date range to search the archived recordings.
- **Video greeting upload.** Cisco MediaSense integrates with Cisco Unity Connection to store and play back video greetings through the telephony user interface.

Cisco SocialMiner

Cisco SocialMiner is a social media customer-care solution that can help you proactively respond to customers and prospects communicating through public social media networks such as Twitter, Facebook, and other public forums or blogging sites. By providing social media monitoring, queueing, and workflow to organize customer posts on social media networks and deliver them to your social media customer care team, your company can respond to customers in real time using the same social network they are using.

New with CSR 11.0 (Cisco SocialMiner 11.0):

- **Discard an email message.** Cisco SocialMiner Release 11.0(1) provides this feature for Cisco Unified Contact Center Express. This feature allows email support agents to discard spam and trivial email messages that do not warrant a response. This feature requires Cisco SocialMiner integration with Cisco Unified Contact Center Express and is delivered through Cisco Finesse.

Cisco Unified Customer Voice Portal

The award-winning Cisco Unified CVP provides IP-based self-service and call routing. It combines open-standards support for speech with intelligent application development and call control to deliver personalized self-service to callers, either as a standalone IVR system or transparently integrated with a contact center.

Why Cisco?

When you choose Cisco, you benefit from our expertise as a global leader in collaboration and cloud solutions. With the broad Cisco product portfolio and a commitment to open-standards solutions that work smoothly together, you can begin using Cisco Collaboration Systems Releases with confidence.

For more information about Cisco Collaboration Systems, please visit [Cisco Collaboration Systems Documentation](#).

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