

Cisco Unity Connection 7.1

Cisco® Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, enabling easy collaboration every time from any workspace.

Product Overview

Cisco Unity® Connection is a feature-rich voice messaging platform based on the same Linux Unified Communications Operating System as Cisco Unified Communications Manager. With Cisco Unity Connection, you can access voice messages using Cisco Unified Personal Communicator, or use the display on your Cisco Unified IP Phone to view, search, sort, and play messages. Cisco Unity Connection also provides robust Automated-Attendant functions that include intelligent call routing and easily customizable call screen and message notification options.

Features and Benefits

Powerful Voice Messaging

At its core, Cisco Unity Connection is a powerful voice messaging system with many advanced capabilities that you can customize to maximize your individual and team productivity. You can personalize communications options and interact with the system to manage calls and messages in the way that is most comfortable and convenient for you. The flexible user interface makes messaging more efficient for "power users" and occasional voicemail users alike. For example, you can even customize your telephone user interface (TUI) and touchtone mappings to make migration from traditional voicemail systems much easier.

Speech-Enabled Messaging

To maximize the productivity of mobile workers, Cisco Unity Connection offers a natural and robust speech-activated user interface. This interface allows you to browse and manage your voice messages and to call other Cisco Unity Connection users or personal contacts using simple, natural speech commands.

Powerful Desktop Message Access

- Cisco Unified Personal Communicator voicemail integration
 - Access your voice messages directly from your recent communications list in the Cisco Unified Personal Communicator client.
 - Use the integrated media player to play and delete messages directly from the Cisco Unified Personal Communicator client.
 - Easily access presence and availability information about the person you are calling in the Cisco Unified Personal Communicator client; then click to call the person back and escalate to web chat, video, or other multimedia session.
- Cisco Unity Connection Inbox web browser interface to voice messages
 - View, sort, play, compose, forward, and reply to voice messages.
 - Use the digital video recorder (DVR)-style interface to play, rewind, pause, or fast forward messages.
 - Easily address messages to multiple recipients and distribution lists.
 - Voice messages in the Cisco Unity Connection Inbox are synchronized with the message-waiting indicator (MWI) on your telephone.

- Web browser-based tools are supported on Internet Explorer 7.0, Firefox 3.0, and Safari 3.x.
- Internet Message Access Protocol (IMAP)-based email client to access voice messages
 - Access email and voicemail messages and play and delete voice messages from the same desktop email client.
 - Voice messages in your email inbox are synchronized with the MWI on your telephone.
 - Various standards-based desktop email clients are supported, including Microsoft Outlook, Lotus Notes, and Entourage for Mac.
 - Compose, reply to, and forward messages by using IMAP clients.

Personal Web Administration

Cisco Unity Connection allows you to customize your personal settings from a web browser using the Cisco Unity Connection Assistant, a dynamic interface in the browser-based Cisco Personal Communications Assistant (PCA). You can quickly and easily establish or change personal settings such as your voicemail options, security codes, personal distribution lists, and message-delivery options. You can also use the web administration interface to define and manage personal call-transfer rules to customize the delivery of incoming calls based on caller, time of day, or calendar status.

Simplified Installation, Configuration, and Maintenance

Running on the Cisco Linux-based appliance platform, Cisco Unity Connection uses a common set of management and serviceability tools designed to provide a consistent experience and to streamline the ongoing management and operation of a Cisco Unified Communications System.

Table 1 lists more features and benefits of Cisco Unity Connection 7.1.

Table 1. Features and Benefits

New Features for Cisco Unity Connection Version 7.1
• The ViewMail for IBM Lotus Notes (VMN) plug-in allows you to compose, reply to, forward, play, rewind, and pause messages directly from within the Notes email client.
• Cisco Unity Connection supports digital networking for up to 50,000 users within an enterprise and up to 10 servers or active-active cluster server pairs, including cross-server login, cross-server transfer, and cross-server live replay.
• Cisco Unity Connection supports the synchronization of user information using Lightweight Directory Access Protocol (LDAP) with Microsoft Active Directory 2008, Sun One, Sun iPlanet, and Netscape Directory Server, enhancing your deployment and administrative options.
• Cisco Unity Connection allows for separation of an active-active pair across data centers (geospatial separation), providing greater deployment options for enhanced reliability.
• You can use a single phone number for both voice calls and fax transmissions.
• Voice Message Store and Forward is a feature that enables administrators, on a per-user basis, to forward voice messages to an external mailbox, making it easier for you to access voice messages on a mobile device.
Message Access from the TUI
• Play and process messages (repeat, reply, forward, delete, save, mark as new, hear day or time stamp, or skip to the next message).
• Reverse, pause, or fast forward messages during playback.
• Control volume and speed during message playback.
• Pause or resume during message recording.
• Address messages to multiple recipients.
• With the message locator, search for messages by caller ID, name, or extension in saved messages.
• Record messages and mark them as regular, urgent, private, or secure.
• Record messages and request a return receipt.
• Record a live conversation with a caller and have the recording sent to your mailbox.
• Switch between spelling name and extension when addressing a message.
• With live reply, immediately reply to messages from other users.

<ul style="list-style-type: none"> • Access email messages over the phone using the Text to Speech (TTS) feature (for Microsoft Exchange 2003 and 2007).
<ul style="list-style-type: none"> • When TTS is enabled, a conversation tells you if the message has attachments; when an attachment is in a playable or readable format, the attachment will be played or read.
<ul style="list-style-type: none"> • View, listen, respond to, and play back messages using the Cisco Unified Communications Widget for Visual Voicemail on Cisco Unified IP Phones. Learn more about Visual Voicemail at: http://www.cisco.com/en/US/prod/collateral/voicesw/ps6882/ps9156/at_a_glance_c45-487475.pdf.
<ul style="list-style-type: none"> • Access Microsoft Exchange calendar through speech or the TUI; browse the calendar and accept, decline, or cancel an Outlook appointment.
Speech-Enabled Messaging*
<ul style="list-style-type: none"> • Use speech commands to call others in the Cisco Unity Connection directory or personal contact list (imported from Outlook).
<ul style="list-style-type: none"> • Speak your voicemail password.
<ul style="list-style-type: none"> • Speak dates and times.
<ul style="list-style-type: none"> • Use speech commands to play and process messages (play, record, reply, forward, delete, save, etc.).
<ul style="list-style-type: none"> • Use speech commands to edit and manage your personal greetings.
<ul style="list-style-type: none"> • Use speech commands to address messages to private distribution lists.
<ul style="list-style-type: none"> • Use speech commands such as pause, resume, speed up, slow down, skip ahead, and skip back to provide rich and granular control of messages and prompts.
<ul style="list-style-type: none"> • Speech-enabled directory handlers allow outside callers to use voice commands to reach Cisco Unity Connection users.
<ul style="list-style-type: none"> • Temporarily use touch tones to change setup options, and then return to speech-recognition mode.
<ul style="list-style-type: none"> • A speech command tutorial is available.
<p>* Speech-enabled messaging is available for U.S. English only.</p>
Call Transfer Rules**
<ul style="list-style-type: none"> • Define rules to route incoming calls by caller.
<ul style="list-style-type: none"> • Define rules to route incoming calls by time of day.
<ul style="list-style-type: none"> • Define rules to route incoming calls by your calendar free or busy status (Microsoft Exchange only).
<p>** Call transfer rules are not available with the European regional feature packages.</p>
End-User Features
<ul style="list-style-type: none"> • Customize message-notification options, manage personal greetings, or change passwords with Cisco Unity Connection Assistant (the Cisco web browser-based personal administrator).
<ul style="list-style-type: none"> • Select the conversation type: full or brief prompts.
<ul style="list-style-type: none"> • Record and then address a message, or address and then record a message.
<ul style="list-style-type: none"> • Record a message for future delivery.
<ul style="list-style-type: none"> • Record up to five personal greetings (alternative, busy, internal, off hours, or standard).
<ul style="list-style-type: none"> • Manage an alternative greeting; set the expiration date or time, notify users when an alternative greeting is set, or require callers to listen to the full alternative greeting.
<ul style="list-style-type: none"> • Forward calls directly to an alternative greeting (or other personal greeting) without ringing the phone.
<ul style="list-style-type: none"> • Specify an after-greeting action; after a user greeting, callers can leave a message, sign in, or hang up, or they can be sent to call handlers, directory handlers, interview handlers, or other users.
<ul style="list-style-type: none"> • Use flex stack to specify the order in which messages are presented over the phone: by urgency and then by last in, first out (LIFO) or first in, first out (FIFO).
<ul style="list-style-type: none"> • Create private distribution lists and address messages to them through the TUI or GUI.
<ul style="list-style-type: none"> • Provide message notification for new messages through devices such as Simple Mail Transfer Protocol (SMTP), Short Message Service (SMS), text pagers, and phone destinations.
<ul style="list-style-type: none"> • With a cascade message-notification feature, send additional notification types if a message is not retrieved.
<ul style="list-style-type: none"> • Send notifications for messages from a particular user or phone number.
<ul style="list-style-type: none"> • Select whether message counts are announced; totals, saved, and new counts are available.
<ul style="list-style-type: none"> • Specify whether Cisco Unity Connection announces a transferred call.
<ul style="list-style-type: none"> • View and play back messages using Visual Voicemail on Cisco Unified IP Phones. Use softkeys on Cisco Unified IP Phones to access all messages, new messages, or messages from a specific subscriber or outside caller.
<ul style="list-style-type: none"> • Use a Really Simple Syndication (RSS) reader to retrieve voice messages.
<ul style="list-style-type: none"> • Perform a "live reply" to someone who left a message from an external telephone.
<ul style="list-style-type: none"> • With ViewMail for Microsoft Outlook (VMO) and ViewMail for IBM Lotus Notes (VMN) plug-ins, compose, reply to, forward, play, rewind, or pause messages directly from within the Outlook or Notes email client.

<ul style="list-style-type: none"> • Compose, reply to, and forward messages by using IMAP clients.
<ul style="list-style-type: none"> • Through calendar integration with Cisco Unified MeetingPlace® 7.0, join a meeting that is in progress, hear a list of participants for a meeting, send a message to the meeting organizer or participants, and set up an immediate meeting.
<ul style="list-style-type: none"> • Dispatch a message to a group, with the message being assigned to the first member of the group to listen to the message. When the message is assigned, it is deleted from all other users' inboxes and becomes a normal message in the assignee's mailbox.
<ul style="list-style-type: none"> • You have flexibility with support for partitions, search spaces, and search scopes.
<ul style="list-style-type: none"> • Receive and forward fax messages through integration with the Cisco Fax Server.
<ul style="list-style-type: none"> • Customize subject lines for messages received in any visual client that displays the subject message, such as an IMAP or RSS client.
<ul style="list-style-type: none"> • Use a single phone number for both voice calls and fax transmissions.
<ul style="list-style-type: none"> • With the Voice Message Store and Forward feature, administrators, on a per-user basis, can forward voice messages to an external mailbox, making it easier for you to access voice messages on a mobile device.
System Administration Overview
<ul style="list-style-type: none"> • Cisco Unity Connection is scalable to 144 ports and 10,000 users per server (7,500 with IMAP or Inbox in use). Refer to the Cisco Unity Connection Supported Platforms List for details at: http://www.cisco.com/en/US/prod/collateral/voicesw/ps6789/ps5745/ps6509/data_sheet_c78-491743.html.
<ul style="list-style-type: none"> • High-availability support is achieved through an active-active redundancy configuration, which also supports up to 288 ports in the server pair.
<ul style="list-style-type: none"> • Cisco Unity Connection supports Voice Profile for Internet Messaging Version 2 (VPIMv2), which allows networking of up to 10 Cisco Unity, Cisco Unity Express, or third-party voicemail systems, allowing users on each of these systems to transparently reply to, forward, and exchange voice messages.
<ul style="list-style-type: none"> • New phone system integrations include: <ul style="list-style-type: none"> ◦ Any phone system that provides a serial data link (Simplified Message Desk Interface [SMDI], Message Center Interface [MCI], or MD-110 protocol) to the master private branch exchange (PBX) IP media gateway (PIMG) unit (serial integration through analog PIMG or T1 IP media gateway [TIMG] units). ◦ Use TIMG units for in-band integration with Avaya Definity G3. ◦ Use TIMG units for in-band integration with Avaya S8500/S8700.
<ul style="list-style-type: none"> • Cisco Unity Connection integrates with Cisco Unified Communications Manager and leading traditional telephone systems, even simultaneously (using the PIMG or TIMG).
<ul style="list-style-type: none"> • Cisco Unified Communications Manager 7.0, Cisco Unified Mobility Advantage 7.0, and Cisco Unified Mobile Communicator 7.0 are supported.
<ul style="list-style-type: none"> • Cisco Unity Connection natively supports Session Initiation Protocol (SIP) proxy servers, designated SIP phones and clients, and SIP-capable access gateways.
<ul style="list-style-type: none"> • Cisco Unity Connection provides a browser-based system administration console and tools for easy installation and maintenance.
System Administration Features
<ul style="list-style-type: none"> • Alternate extensions are configurable by the system administrator or user.
<ul style="list-style-type: none"> • Alternate key mappings for message retrieval can help users transition from traditional voicemail systems.
<ul style="list-style-type: none"> • Custom keypad mapping allows administrators to create TUIs for specific user needs.
<ul style="list-style-type: none"> • Automatic gain control provides consistent message volume playback levels.
<ul style="list-style-type: none"> • Handlers provide building blocks for Automated-Attendant and intelligent call-routing functions. • Call handlers accept calls, play recorded prompts, route calls, and accept messages. • Directory handlers manage the way that callers search the directory. • Interview handlers collect and record input from callers.
<ul style="list-style-type: none"> • You can configure per-user message-handling actions to determine how messages of specific types are handled in the system, such as "Accept the Message", "Reject the Message", or "Relay the Message".
<ul style="list-style-type: none"> • Caller ID is supported.
<ul style="list-style-type: none"> • Call screening is configurable.
<ul style="list-style-type: none"> • Class of service (CoS) controls user access to features.
<ul style="list-style-type: none"> • Administrators can create users individually or in bulk.
<ul style="list-style-type: none"> • Administrators can import users from Cisco Unified Communications Manager.
<ul style="list-style-type: none"> • Messages are day and time stamped.
<ul style="list-style-type: none"> • You can perform a directory search by spelling a username; you can enter up to 24 letters.
<ul style="list-style-type: none"> • You can log in to the TUI without entering your ID.
<ul style="list-style-type: none"> • Encrypted Skinny Client Control Protocol (SCCP), Secure Real-Time Transport Protocol (SRTP), and Transport Layer Security/Secure Real-Time Transport Protocol (TLS/SRTP) for SIP facilitates Cisco Unified Communications Manager integration.

<ul style="list-style-type: none"> • SIP support includes the following: <ul style="list-style-type: none"> ◦ TLS/SRTP: Cisco Unified Communications Manager SIP trunk integrations support authentication and encryption of the Cisco Unity Connection voice messaging ports. ◦ Keypad Stimulus Protocol (KPML): For Cisco Unified Communications Manager SIP trunk integrations, administrators can configure the integration to send dual tone multifrequency (DTMF) keystrokes in the Real-Time Transport Protocol (RTP) media stream (in-band) or in a SIP message (out-of-band). ◦ Port multiplexing: SIP integrations (such as for PIMG/TIMG or Cisco SIP Proxy Server) can share the same SIP port on the Cisco Unity Connection server.
<ul style="list-style-type: none"> • Simple Network Management Protocol (SNMP) Versions 1, 2, and 3 are supported.
<ul style="list-style-type: none"> • Event logging is supported.
<ul style="list-style-type: none"> • Full mailbox warning is supported.
<ul style="list-style-type: none"> • Installation is simple and quick.
<ul style="list-style-type: none"> • A list of observed holidays is configurable.
<ul style="list-style-type: none"> • You can configure how Cisco Unity Connection handles messages that are interrupted by disconnected calls.
<ul style="list-style-type: none"> • MWI is supported, including enhanced MWI that displays a constant message count on certain Cisco Unified IP Phone.
<ul style="list-style-type: none"> • Multiple administrative levels allow you to control access to pages in the system administration GUI by CoS (read, modify, or delete rights).
<ul style="list-style-type: none"> • Music on hold (MOH) is supported.
<ul style="list-style-type: none"> • Nondelivery or delivery receipt reason details are presented in the GUI inbox.
<ul style="list-style-type: none"> • You can specify the public distribution lists to which new users will be added.
<ul style="list-style-type: none"> • Restriction tables are configurable.
<ul style="list-style-type: none"> • You can exclude return receipts.
<ul style="list-style-type: none"> • The system schedule is configurable.
<ul style="list-style-type: none"> • Self-enrollment allows you to set your password, record your voice name, and specify your directory listing.
<ul style="list-style-type: none"> • A status monitor allows for real-time administrator status of telephone ports, reports in progress, and system configuration.
<ul style="list-style-type: none"> • System broadcast messages for officewide announcements are supported.
<ul style="list-style-type: none"> • System greetings are configurable.
<ul style="list-style-type: none"> • The system offers 12- and 24-hour clock support for time stamps.
<ul style="list-style-type: none"> • The system time clock adjusts automatically for Daylight Savings Time.
<ul style="list-style-type: none"> • A TUI greetings administrator (Cisco Unity Connection Greetings Administrator) is supported.
<ul style="list-style-type: none"> • LDAP Directory Integration allows users to be quickly imported, synchronized, and authenticated within the directory.
<ul style="list-style-type: none"> • You can create up to nine mailbox stores in addition to the default mailbox store that is created when Cisco Unity Connection is installed.
<ul style="list-style-type: none"> • You can simulate abbreviated extensions by using prepended digits for call handlers and user mailboxes.
Security
<ul style="list-style-type: none"> • A host intrusion prevention system, the Cisco Security Agent standalone agent, protects Cisco Unity Connection servers from worm and virus attacks; an optional Cisco Security Agent management console is available.
<ul style="list-style-type: none"> • Password and personal identification number (PIN) security policy options to enforce expiration, complexity, reuse, and lockout are supported.
<ul style="list-style-type: none"> • Call-restriction tables to prevent toll fraud are supported.
<ul style="list-style-type: none"> • Security event logging and reports of failed login and account lockouts to help prevent unauthorized PIN use are supported.
<ul style="list-style-type: none"> • Secure, private messaging prevents the playing of private messages accidentally forwarded outside the enterprise.
<ul style="list-style-type: none"> • A message aging policy for secure messages automatically deletes all secure messages that are older than the specified number of days.
<ul style="list-style-type: none"> • Secure RTP and signaling encryption provides for secure communication between Cisco Unity Connection and Cisco Unified Communications Manager.
<ul style="list-style-type: none"> • A user telephone PIN reset feature in Cisco Unity Connection Assistant reduces help-desk calls and operating expenses.
<ul style="list-style-type: none"> • Support for HTTPS provides for secure web access to Cisco Unity Connection and allows for playback of secure messages within Outlook.
Voice Quality
<ul style="list-style-type: none"> • G.722 and Internet Low Bitrate Codec (iLBC) voice codecs are supported (advertised or “on the line”). G.711 mu-law, G.711 a-law, and G.729 are also supported.
<ul style="list-style-type: none"> • System-level recording is available for linear pulse code modulation (PCM), G.711 mu-law, G.711 a-law, G.729a, and G.726 through system-based transcoding resources.

Reports
• Call Handler Traffic Report
• Distribution Lists Report
• Events Report
• Outcall Billing Report
• Port Usage Report
• Users Report
• User Message Activity Report
• System Configuration Report
• Transfer Call Billing Report
• User Access Activity Report
• User Lockout Report
• Message Traffic Report
• Port Activity Report
• Mailbox Store Report
• Dial Plan Report
• Dial Search Scope Report
• For a full list and description of reports, refer to the Cisco Unity Connection System Administration Guide at: http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html .
Localization
<ul style="list-style-type: none"> • The Cisco Unity Connection TUI, end-user GUI, and TTS engine are available in the following languages: • Arabic (no TTS) • Chinese (Mandarin TUI with simplified and traditional Chinese GUI, simplified Mandarin TTS, but no traditional Mandarin TTS) • Czech • Danish • Dutch • English (U.S., U.K., and Australian) • French (European and Canadian) • German • Hungarian • Italian • Japanese • Korean • Polish • Portuguese (Brazilian) • Portuguese (European) • Russian • Spanish (European and Latin American) • Swedish • Turkish

Licensing

All user and interoperability functions are now offered under a single, low-cost user license that you can use for either voicemail or integrated messaging. Additionally, port and session capacity and failover redundancy licensing is available in two versions: 24 ports or sessions and 144 ports or sessions.

System Requirements

The Cisco Unity Connection system runs on the Cisco media convergence servers, or their equivalents. You can mix Cisco Unity Connection Inbox, IMAP, and Cisco Unified Personal Communicator message access in a single deployment. Refer to the Cisco Unity Connection Supported Platform List for hardware configuration and scalability requirements:

http://www.cisco.com/en/US/prod/collateral/voicesw/ps6789/ps5745/ps6509/product_data_sheet0900aecd80372879.html.

For a full, updated list of supported email clients, web browsers, and desktop operating systems for use with Cisco Unity Connection, please visit:

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

Ordering Information

To place an order, visit the Cisco Ordering Home Page <http://www.cisco.com/en/US/ordering/index.shtml> and refer to Table 2. To download software, visit the Cisco Software Center at: <http://www.cisco.com/public/sw-center/index.shtml>.

Table 2. Ordering Information

Product Name	Part Number
Cisco Unity Connection Release 7.0	UNITYCN7-K9
<ul style="list-style-type: none"> Unity Connection, 25 users, 24 ports 	UNITYCN7-25USR
<ul style="list-style-type: none"> One Cisco Unity Connection User 	UNITYCN7- USR
<ul style="list-style-type: none"> Unity Connection 24 additional port license 	UNITYCN7-ADD-24PT
<ul style="list-style-type: none"> Unity Connection High Availability for 24 ports 	UNITYCN7-HA-24

Please refer to the Cisco Unity Connection Ordering Guide for detailed information about part numbers, descriptions, and packaging options (Cisco Partner access required):

http://www.cisco.com/web/partners/downloads/sell/technology/storage/unifiedcomm/ucs2_og.pdf.

This product is a part of Cisco Unified Workspace Licensing. Please visit

http://www.cisco.com/go/workspace_licensing for more information and to determine whether Cisco Unified Workspace Licensing is appropriate for your customer.

Cisco Services

Cisco Unified Communications Services allows you to accelerate cost savings and productivity gains associated with deploying a secure, resilient Cisco Unified Communications Solution. Delivered by Cisco and our certified partners, our portfolio of services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks. Our unique lifestyle approach to services can enhance your technology experience to accelerate true business advantage.



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