



Preface

Overview

This document provides an overview of the Cisco Unified Communications 8.5(1) system. It describes the Cisco Unified Communications system-level approach, lists key features of the Cisco Unified Communications components, and illustrates the various Cisco Unified Communications deployment models. This document also provides an overview of the steps you follow when you deploy a Cisco Unified Communications solution.

Organization

This manual is organized as follows:

Chapter	Purpose
Chapter 1, “Cisco Unified Communications System Overview”	Provides an overview of the Cisco Unified Communications system-level approach and architecture
Chapter 2, “Deployment Models”	Introduces various options for deploying the Cisco Unified Communications solution
Chapter 3, “Cisco Unified Communications Component Overviews”	Provides a general overview of the features provided by the Cisco Unified Communications solution and links to additional information
Chapter 4, “Component Protocols and APIs”	Lists the protocols and application program interfaces (APIs) that are supported by various Cisco Unified Communications solution components
Chapter 5, “Deployment Methodology”	Provides an overview of the steps that are involved in implementing a Cisco Unified Communications solution
Appendix A, “Cisco Unified Communications Architecture Basics”	Provides an overview of the technologies related to voice and video over an IP network

Related Documentation

The Cisco Unified Communications solution provides a suite of interactive documentation that covers details of the system architecture and components, installation and upgrade information, troubleshooting, related information. You can access this documentation at this URL:

<http://www.cisco.com/go/unified-techinfo>

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

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

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