



Cisco Collaboration System Description Release 10.5(1)

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Introduction

This document provides an overview of the Cisco Collaboration Systems Release 10.5(1). It describes the Cisco Collaboration Systems approach, lists links to the main Cisco Collaboration components, and introduces various Cisco Collaboration Systems deployment models.



Note

Not all Collaboration System product release versions may be available at the same time. For latest product version availability, see individual product support pages at, [Support and Downloads](#).

- [Overview, page 1](#)

Overview

A Cisco Collaboration System offers many features and solutions that allow people to collaborate effectively. It offers a coherent experience that connects people with people in familiar, intuitive, natural, simple ways using any media or device, at any time, while integrated with business processes. This integrated collaboration architecture with a converged voice, video and data network includes many products from Cisco's Collaboration portfolio.

Enterprise, mid-market, or small and medium businesses can implement various system deployment models such as single site, multiple sites or cloud. The [Cisco Collaboration Systems Documentation](#) provides a set of documents that contain details about the system architecture, components, release notes, troubleshooting, and related additional information.

The Cisco Collaboration System Release 10.5(1) builds on the capabilities of Cisco Collaboration Systems Release 10.0(1). A few examples include:

- **Enhanced Ease of Use**

Common features between endpoints and soft clients improve ease of use. For example, Cisco Jabber clients now support URI dialing similar to Cisco TelePresence endpoints. Also feature consistency across Jabber clients makes it easier to use Jabber on different devices.

Cisco Jabber employs service discovery to determine the client's environment (on-premise, cloud, or hybrid) and automatically set the appropriate configuration.

- **Improved User Experience**

New segment switching capabilities in Cisco TelePresence Server, and new TelePresence endpoints such as [Cisco TelePresence SpeakerTrack 60](#) and dual camera versions of the MX700 and MX800, allow smooth and natural handling of large conferences with automatic focus switching to the speaking participant.

The Cisco Jabber Persistent Chat feature allows Jabber for Windows users to easily create and join secure or open chat rooms from their Jabber for Windows clients.

- **Simplified Administration and Management**

Enhancements to Cisco Prime Collaboration Provisioning include a setup wizard to streamline new deployments of both infrastructure and users' endpoints, Cisco Unified Communications Manager simplifies certificate management with support for cluster-level certificates, On-premise Collaboration Rooms have a self-care portal allowing end users to configure their own environments, and wider adoption of Cisco's Medianet technology enhances serviceability and assurance.

- **Improved Scale and Performance**

[Cisco TelePresence Conductor](#) supports significantly larger number of preconfigured conference aliases, while the [Cisco TelePresence Management Suite](#) streamlines the provisioning of those aliases.

[Cisco Business Edition 7000 for Enterprise](#) ships with a number of the latest Cisco collaboration products pre-installed, including Cisco Unified Communications Manager, Cisco IM and Presence Service, Cisco Unity Connection, Cisco Prime Collaboration Provisioning, Cisco TelePresence Conductor, and Cisco Expressway, supporting more users and new use cases

- [Telepresence Server](#) has greater scalability, supporting an increased number of calls.

- **Expanded Deployment Options**

The latest versions of Cisco Jabber and select Cisco TelePresence endpoints support video collaboration over Cisco's Collaboration Edge architecture. This permits remote and mobile users to collaborate with colleagues in the office without a VPN connection.

Cisco Virtualization Experience Media Engine (VXME) for Windows extends the Cisco Jabber collaboration experience to virtualized environments by facilitating real-time voice and video traffic processing on local repurposed Windows PCs, giving customers even more deployment flexibility.

Also, broader adoption of IPv6 (and dual stack) across infrastructure and endpoints allows deployments in traditional IPv4 as well as IPv6 environments.



Cisco Collaboration Systems Components



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Note

Cisco Hosted Collaboration Solution (Cisco HCS) is a hosted solution that includes various Cisco Collaboration Systems release components. For more information about Cisco HCS see: [Cisco Hosted Collaboration Solution](#) and [Cisco HCS Product Support](#).

- [Call Control, page 3](#)
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Call Control

Cisco Unified Communications call control platforms deliver the right experience to the right endpoint. A single, call-control architecture for voice, video, and conferencing can substantially reduce operational overhead compared with maintaining separate call structures for each service. This architecture also still accommodates time-division multiplexing (TDM) or Session Initiation Protocol (SIP)-based systems as needed.

Use Cisco call-control products to help:

- Extend video capabilities through a single, unified communications infrastructure from the desktop to immersive telepresence rooms
- Simplify voice systems to cut costs and dramatically simplify provisioning and maintenance
- Build productivity with comprehensive systems to help workers communicate and work more effectively
- Promote mobility with embedded software capabilities to support productivity anywhere, on any device
- Improve collaboration by clicking to initiate an instant messaging session, a phone call, or a video conference

Cisco Unified Communications Manager (Unified CM)

Unified CM is the software-based call-processing component of the Cisco Collaboration products. Unified CM is a unified communications call control platform providing signaling and call control services to Cisco integrated telephony applications as well as third-party applications.

- [Cisco Unified Communications Manager Data Sheets](#)
- [Release Notes for Cisco Unified Communications Manager, Release 10.5\(1\)](#)

Cisco Unified Communications Manager Express (Unified CME)

Unified CME provides call processing to Cisco Unified IP Phones for distributed enterprise branch-office environments and retail-specific deployments.

Unified CME enables Cisco Integrated Services Routers (ISRs) to deliver voice and video that business users commonly need to meet the communications requirements of the branch office.

- [Cisco Unified Communications Manager Express](#)
- [Release Notes for Cisco Unified Communications Manager Express](#)

Cisco Unified Survivable Remote Site Telephony (Unified SRST)

Unified SRST uses the existing network of a remote site to provide multi-feature redundancy for centralized Cisco call-processing deployments during WAN link failures. SRST works with Unified CM and Cisco Unified Business Edition

- [Cisco Unified Survivable Remote Site Telephony](#)
- [Release Notes for Cisco Unified SRST Manager](#)

Cisco Business Edition (Cisco BE)

Cisco Business Edition 6000 (Cisco BE6000) and Cisco BE7000 are packaged offerings for smaller and mid-market businesses, containing the call processing, mobility, and messaging component of Cisco Collaboration Systems Release. Cisco BE includes the features and capabilities of Unified CM, Cisco Unified Mobility, and Cisco Unity Connection co-resident on a single, low-cost Media Convergence Server.

Cisco Business Edition 6000 (Cisco BE6000) is designed for organizations with up to 1000 employees, and offers premium voice, video, mobility, messaging, conferencing, instant messaging and presence, and contact center features on a single, integrated platform.

- [Cisco Business Edition 6000 Data Sheets](#)

- [Cisco Business Edition 6000 Release Notes](#)

Cisco Business Edition 7000 (Cisco BE7000) is a packaged solution that delivers complete collaboration capabilities for fast-growing companies with 1000 users and 3000, or more, devices.

- [Cisco Business Edition 7000 Data Sheet](#)

Cisco TelePresence Video Communication Server (Cisco VCS)

Cisco VCS delivers exceptional scalability and resiliency, secure communications, and simplified large-scale provisioning and network administration in conjunction with Cisco TelePresence Management Suite (Cisco TMS).

[Cisco TelePresence Video Communication Server Data Sheet](#)

[Cisco TelePresence Video Communication Server Release Notes](#)

Cisco TelePresence Video Communication Server Expressway (Cisco VCS Expressway)

Cisco VCS Expressway works transparently with Unified CM to provide rich telepresence services to organizations. Cisco VCS supports on-premises and cloud applications, offers interoperability with third-party unified communications, IP telephony networks, and VoIP systems.

- [Cisco TelePresence Video Communication Server Expressway Data Sheet](#)

Contact Center

Strong customer care systems create the foundation for positive customer service, a key factor in building a stronger business.



Note

All Contact Center 10.5(1) versions will be available post Collaboration System Release 10.5(1).

Cisco Unified Intelligent Contact Management Enterprise and Cisco Unified Contact Center Enterprise

Cisco Unified Intelligent Contact Management Enterprise (Unified ICME) enables you to transparently integrate traditional inbound and outbound voice applications with Internet applications such as real-time chat, Web collaboration, and e-mail.

Cisco Unified Contact Center Enterprise (Unified CCE) supports a variety of deployment models, from premises-based to hosted installations. The Unified CCE, Hosted, and Federated deployment models are suitable for service providers, outsourcers, and large enterprise companies.

For incumbent service providers and new service carriers, the solution creates a new high-margin service revenue stream. For enterprise companies with multiple branch offices or divisions, the value is a centralized contact center infrastructure that can offer services to its various divisions or satellite offices.

- [Cisco Unified Intelligent Contact Management Enterprise Data Sheets](#)
- [Cisco Unified Contact Center Enterprise Data Sheets](#)
- [Release Notes for Cisco Unified Contact Center Enterprise & Hosted](#)

Cisco Unified Contact Center Express (Unified CCX)

Unified CCX supports powerful, agent-based service as well as fully integrated self-service applications.

Unified CCX meets the needs of mid-market and enterprise companies that need easy-to-deploy, easy-to-use, secure, virtual, highly available, and sophisticated customer interaction management for up to 400 agents.

- [Cisco Unified Contact Center Express Data Sheets](#)
- [Cisco Unified Contact Center Express Release Notes](#)

Cisco Unified Customer Voice Portal (Unified CVP)

Unified CVP provides IP-based self-service and call routing. It combines open-standards support for speech with intelligent application development and industry-best call control to deliver personalized self-service to callers, either as a standalone interactive-voice-response (IVR) system or transparently integrated with a contact center.

- [Cisco Unified Customer Voice Portal Data Sheets](#)
- [Release Notes for Cisco Unified Customer Voice Portal](#)

Cisco Unified Intelligence Center (Unified Intelligence Center)

Unified Intelligence Center is a web-based reporting application that provides real-time, and historical, reports in an easy-to-use, wizard-based application for Cisco Contact Center products. It allows contact center supervisors and business users to view report details for every contact across all channels in the contact center from a single interface.

- [Cisco Unified Intelligence Center Data Sheets](#)
- [Release Notes for Cisco Unified Intelligence Center](#)

Cisco Finesse (Finesse)

The Finesse desktop is the next-generation agent and supervisor desktop for Cisco Customer Collaboration solutions. Finesse provides easy access to applications and information through a customizable web-based interface. It offers customer care representatives an intuitive, easy-to-use desktop design.

- [Cisco Finesse Data Sheets](#)
- [Release Notes for Cisco Finesse](#)

Cisco MediaSense (MediaSense)

MediaSense is an open-standards, network-based platform that supports recording, playback, live streaming, and audio and video storage with rich recording metadata. It provides an efficient, cost-effective platform for capturing business conversations, including customer service interactions.

- [Cisco MediaSense Release Data Sheets](#)
- [Release Notes for Cisco MediaSense](#)

Cisco SocialMiner (SocialMiner)

SocialMiner is a social media customer care solution that allows your company to respond to customers using the same social network the customer is using, such as Twitter, Facebook, and other public forums or blogging sites.

This innovative customer service capability searches multiple social networks to capture public customer postings and then organize, filter, and prioritize these postings and present them to your customer care team for response.

- [Cisco SocialMiner Data Sheets](#)
- [Cisco SocialMiner Release Notes](#)

Server Applications

Simplify your data center architecture and reduce the number of devices to purchase, deploy, and maintain, to become faster and more agile.

Cisco Unified Communications Manager IM and Presence Service (IM and Presence Service)

Cisco Unified Communications Manager IM and Presence Service provides native standards-based, dual-protocol, enterprise instant messaging (IM) and network-based presence as part of Cisco Unified Communications. All the features and capabilities that were available within Cisco Unified Communications Manager IM and Presence Service are now part of the Unified CM Releases.

- [Cisco Unified Communications Manager IM and Presence Service Data Sheets](#)
- [Release Notes for Cisco Unified Communications Manager, Release 10.5\(1\)](#)

Cisco Emergency Responder

Cisco Emergency Responder enhances the existing emergency 9-1-1 functionality offered by Unified CM. It ensures that the Unified CM sends emergency calls to the appropriate Public Safety Answering Point (PSAP) for the caller's location, and that the PSAP can identify the caller's location and return the call if necessary.

- [Cisco Emergency Responder Data Sheets](#)
- [Cisco Emergency Responder Version Release Notes](#)

Cisco Unified Attendant Consoles (Cisco UAC)

Cisco UACs pair with Cisco Unified IP Phones, and are supported on Cisco Unified Communications Manager and Cisco BE platforms. Cisco UACs give operators and receptionists superior call routing and distribution tools to deliver positive experiences to callers.

Cisco UAC Standard

Associated with a Cisco Unified IP Phone, the Cisco UAC Standard provides the human attendant console operator with the tools to quickly accept and effectively dispatch incoming calls to individuals across the organization.

Cisco UAC Advanced

Cisco UAC Advanced can manage up to 100,000 contacts from customers, employees, and business partners, smoothly and efficiently. The optional high-availability feature for the Cisco UAC Advanced server protects your system from downtime

- [Cisco Unified Attendant Console Data Sheets](#)
- [Cisco Unified Attendant Consoles Release Notes](#)

Cisco TelePresence Content Server

Cisco TelePresence Content Server lets you easily share knowledge and enhance communication. You can record conferences, access live and on-demand presentations, and corporate training sessions-anywhere, anytime. You can distribute live or recorded content to any computer or download to your favorite portable media device.

- [Cisco TelePresence Content Server Data Sheets](#)
- [Cisco TelePresence Content Server Release Notes](#)

Cisco Paging Server

Cisco Paging Server is designed for applications of any size for customers of Unified CM. The InformaCast software application offers essential paging functions through Cisco IP Phones with emergency notification capabilities built-in.

InformaCast operates in two modes, Basic Paging and Advanced Notification.

- [Cisco Paging Server Release Notes](#)
- For more information about this product, go to <http://www.cisco.com/c/en/us/products/unified-communications/paging-server/index.html>

Conferencing

Collaborative Conferencing:

- Is scalable, high-quality conferencing for mid-market and larger enterprise customers
- Lets you meet over the web in real time, from anywhere, anytime, on any device
- Improves operational efficiency and reduces downtime through products and solutions for management and scheduling

For more information see: <http://www.cisco.com/c/en/us/products/conferencing/index.html>.

Cisco Pervasive Conferencing is a solution that enables video conferences for your entire enterprise. It optimizes conference resources, maximizing the number of people who can join a conference and the number of conferences that can be supported within an organization. Cisco Personal Multiparty is a flexible consumption model to allow Unified CM customers to extend their capability to include multiparty video collaboration, and is available within the Cisco Unified Workspace Licensing Professional license package or through a la carte licensing. For more information see: [Cisco Pervasive Conferencing](#) and [Cisco Personal Multiparty](#).

Cisco TelePresence Server

The Cisco TelePresence Server is an innovative software solution enabling high-quality standards-based conferencing for the mobile or desktop user and the immersive room meeting participant. Compatible with a range of hardware platforms, the Cisco TelePresence Server is a versatile, highly scalable solution, with flexible licensing options, for midmarket and larger enterprise customers.

[Cisco TelePresence Server Data Sheets](#)

[Cisco TelePresence Server 4.0 Software Maintenance Release Notes](#)

Cisco TelePresence MCU Series

The fault-tolerant Cisco TelePresence MCU is designed for the mission-critical communication needs of large enterprises. This solution is also ideal for service providers who want to differentiate themselves by offering outstanding videoconferencing services.

[Cisco TelePresence MCU MSE Release Notes](#)

For more information about this product, go to: <http://www.cisco.com/c/en/us/products/conferencing/telepresence-mcu-mse-series/index.html>.

Cisco TelePresence Conductor

Cisco TelePresence Conductor helps ensure simple, reliable, and efficient multiparty telepresence and collaborative conferencing. It simplifies multiparty video communications, orchestrating the different resources needed for each conference as required.

[Cisco TelePresence Conductor Video Data Sheet](#)

[Cisco TelePresence Conductor XC2.3 Release Notes](#)

Cisco WebEx Meetings Server (WebEx Meetings Server)

WebEx Meetings Server is a highly secure, fully virtualized, behind-the-firewall conferencing solution that combines audio, video, and web conferencing in a single solution. With Cisco WebEx Meetings Server you can respond to organizational requirements for higher productivity, employee-led innovation, support for more flexible work styles, and dynamic collaboration.

[Cisco WebEx Meetings Server Data Sheets](#)

[Cisco WebEx Meetings Server Release Notes](#)

Cisco TelePresence Management Suite (Cisco TMS)

Cisco TMS provides scheduling, control, and management of telepresence conferencing and media services infrastructure and endpoints, enabling enterprises to improve productivity, reduce costs, and maximize return on their telepresence investments.

[Cisco TelePresence Management Suite Data Sheets](#)

[Cisco TelePresence Management Suite 14.4 Software Release Notes](#)

Cisco TelePresence Management Suite Provisioning Extension (Cisco TMSPE)

Cisco TMSPE 1.2 enables large-scale provisioning of users and endpoints through Cisco TelePresence Video Communication Server. It provides a back end and portal for FindMe and Smart Scheduler, a user-friendly scheduling interface for telepresence resources.

[Cisco TelePresence Management Suite Provisioning Extension Data Sheet](#)

[Cisco TelePresence Management Suite Provisioning Extension Version 1.2 Software Release Notes](#)

Cisco TelePresence Management Suite Extension for Microsoft Exchange (Cisco TMSXE)

Cisco TMSXE integrates Cisco TelePresence Management Suite with Microsoft Exchange 2007 and 2010, allowing organizers to book video conference resources through their Outlook clients.

[Cisco TelePresence Management Suite Extension for Microsoft Exchange Data Sheet](#)

[Cisco TelePresence Management Suite Extension for Microsoft Exchange Version 4.0](#)

Cisco WebEx Meeting Center

Cisco WebEx Meetings Server is a highly secure, fully virtualized, behind-the-firewall conferencing solution that combines audio, video, and web conferencing in a single solution. With Cisco WebEx Meetings Server, you can respond to organizational requirements for higher productivity and employee-led innovation, as well as support more dynamic collaboration and flexible work styles.

[Cisco WebEx Meeting Center Release Notes](#)

For more information about this product, go to: <http://www.cisco.com/c/en/us/products/conferencing/webex-meeting-center/index.html>.

Voice Mail and Unified Messaging

Cisco voice and unified messaging solutions let you to take control of your communications experience. Cisco has a messaging solution for you, whether you need:

- Basic voice mail
- Integrated messaging with email, web, and mobile clients
- Unified messaging with all voice, fax, and email messages stored in the same inbox

Cisco Unity Connection

Cisco Unity Connection is the voice and unified messaging component of the Cisco Collaboration Systems. Cisco Unity Connection lets you access and manage voice messages in a variety of ways, through the email inbox, a web browser, Cisco Jabber, Cisco Unified IP Phones, smartphones, tablets, and more.

[Cisco Unity Connection Data Sheets](#)

[Release Notes for Cisco Unity Connection Release 10.5\(1\)](#)

Devices (Endpoints)

Cisco offers a wide range of endpoints, including

- IP phones
- Smart desk endpoints
- Collaboration room endpoints
- Immersive TelePresence

- Software clients
- TelePresence Integration Solutions

Cisco IP Phone 7800 Series

The Cisco IP Phone 7800 Series delivers advanced IP telephony features and crystal clear wideband audio performance to deliver an easy-to-use, full-featured voice communications experience.

[Cisco IP Phone 7800 Series Data Sheets](#)

[Cisco IP Phone 7800 Series Release Notes](#)

[Cisco IP Phone 7800 Series Models](#)

Cisco Unified SIP Phone 3905

The Cisco Unified SIP Phone 3905 is a cost-effective, entry-level IP phone that fills the need for basic voice communications with common Unified CM features.

[Cisco Unified SIP Phone 3905 Data Sheets](#)

Cisco Unified IP Phone 6900 Series

The Cisco Unified IP Phone 6900 Series offers personalization options, including the choice of two colors and two handset weights.

[Cisco Unified IP Phone 6900 Series Data Sheets](#)

[Cisco Unified IP Phone 6900 Series Release Notes](#)

[Cisco Unified IP Phone 6900 Series Models](#)

Cisco Unified IP Phone 7900 Series

The Cisco Unified IP Phones 7900 series provides IP phones with color liquid crystal display (LCD), including dynamic soft keys for call features and functions. This series also offers support for information services, including Extensible Markup Language (XML) capabilities to extend IP phone systems.

[Cisco Unified IP Phone 7900 Series Data Sheets](#)

[Cisco Unified IP Phone 7900 Series Release Notes](#)

[Cisco Unified IP Phone 7900 Series Models](#)

Cisco Unified IP Phone 8900 Series

This series offers a broad portfolio of XML and MIDlet applications that can help a company transform its business processes, reduce operating and administration costs, and boost productivity.

[Cisco Unified IP Phone 8900 Series Data Sheets](#)

[Cisco Unified IP Phone 8900 Series Release Notes](#)

[Cisco Unified IP Phone 8900 Series Models](#)

Cisco IP Phone 8800 Series

This series includes five models of conference phones to support a wide variety of users. It supports knowledge workers, administrative staff, managers, and executives, as well as those seeking audio conferencing for a conference room within mid-sized businesses to large enterprises.

[Cisco IP Phone 8800 Series Data Sheet](#)

[Cisco IP Phone 8800 Release Notes](#)

[Cisco IP Phone 8800 Series Models](#)

Cisco Unified IP Phone 9900 Series

The Cisco Unified IP Phone 9900 Series delivers high-quality, interactive multimedia communications and advanced features in an elegant ergonomic design that is user and eco-friendly.

[Cisco Unified IP Phone 9900 Series Data Sheets](#)

[Cisco Unified IP Phone 9900 Series Release Notes](#)

[Cisco Unified IP Phone 9900 Series Models](#)

Cisco TelePresence System 500-32

The Cisco TelePresence System 500 Series brings virtual, in-person experience directly to the private office. Executives or team leaders can instantly connect with colleagues, partners, and customers over telepresence at equal stature, appearing life-size on Cisco TelePresence System 3000, Cisco TelePresence TX9000, and other immersive endpoints.

[Cisco TelePresence System 500 Data Sheets](#)

Cisco TelePresence EX Series

The Cisco TelePresence EX Series is an all-in-one tool that streamlines the desktop so you can fluidly move from individual work on your laptop, to a quick video call with a colleague, to problem-solving over shared spreadsheets.

- [Cisco TelePresence System EX Series Data Sheet](#)
- [Cisco TelePresence System EX Series Release Notes](#)

Cisco TelePresence SX20 Quick Set (SX20 Quick Set)

The SX20 Quick Set is a flexible solution that lets you transform any flat panel display into a telepresence system for small to medium-size meeting rooms. The SX20 Quick Set delivers high-definition video quality, multiparty conferencing, and three different camera options to accommodate room size and configurations.

- [Cisco TelePresence SX20 Quick Set Data Sheet](#)
- [Cisco TelePresence SX20 Quick Set Release Notes](#)

Cisco TelePresence SX10 Quick Set

This low-cost, high-quality unit combines camera and codec into a single, compact device that is mounted over your standard flat-panel display and connects through a discreet single-cable system for Power over Ethernet (PoE).

[Cisco TelePresence SX10 Quick Set Data Sheet](#)

Cisco TelePresence Profile Series

The Cisco TelePresence Profile Series offers a lifelike, HD video collaboration experience for teams of all sizes. This integrated telepresence solution delivers an easy-to-use and consistent video experience.

The Profile Series has several options powered by the Cisco TelePresence C-Series Codec, depending on the size of your meeting room and your requirements for collaboration and content sharing.

- [Cisco TelePresence Profile Series Data Sheets](#)
- [Cisco TelePresence Profile Series Release Notes](#)

Cisco TelePresence MX Series

The Cisco TelePresence MX Series can turn a conference room into a telepresence room, where you can call team members to a meeting, within 10 minutes, on a brilliant 42-inch or 55-inch screen.

- [Cisco TelePresence MX Series Data Sheets](#)
- [Cisco TelePresence MX Series Release Notes](#)

Cisco TelePresence SpeakerTrack 60 Camera

The Cisco TelePresence SpeakerTrack 60 Camera is a dual-camera system. Using two cameras that act independently, SpeakerTrack 60 quickly tracks and displays active speakers, switching between them in an instant. So meetings can progress fluidly, and speaker expressions and reactions are captured in real time.

[Cisco TelePresence SpeakerTrack 60 Camera Data Sheets](#)

For more information about this product, see [Cisco TelePresence SpeakerTrack 60](#).

Cisco TelePresence Precision 60 Camera

The Precision 60 Camera provides a powerful integrator imaging solution for large meeting room scenarios.

- [Cisco TelePresence Precision 60 Camera Data Sheet](#)

Cisco DX Series

The Cisco DX Series uniquely blends mission-critical business communications with intuitive touch-screen navigation and innovative personalization options of mobile consumer smartphones.

- [Cisco DX Series Data Sheets](#)
- [Cisco DX Release Notes](#)

Client Applications

Cisco Jabber

Cisco Jabber is a unified communications application that lets you be more productive from anywhere on a broad array of devices. Find the right people, see if and how they are available, and collaborate using your preferred method.

Cisco Jabber for Android

Cisco Jabber for Android streamlines your communications. It unifies presence, instant messaging, video, voice, voice messaging, and conferencing capabilities securely into one client on your mobile device. Your

communications are clear, secure, clear, and reliable. You can communicate and collaborate effectively from anywhere.

- [Cisco Jabber for Android Data Sheets](#)
- [Cisco Jabber for Android 9.6 Release Notes](#)

Cisco Jabber for Mac

Cisco Jabber for Mac offers best-in-class unified communications and is built on open standards. Cisco Jabber for Mac brings employees together from anywhere, through presence, instant messaging, audio and web conferencing, enterprise voice, and visual voicemail into one client on your desktop.

- [Cisco Jabber for Mac Data Sheet](#)
- [Release Notes for Cisco Jabber for Mac 9.6](#)

Cisco Jabber for iOS

Cisco Jabber for iPhone and iPad is a Unified Communications application that provides instant messaging (IM), video and voice calling, corporate directory search, presence, and voicemail.

- [Cisco Jabber for iPhone and iPad Data Sheets](#)
- [Cisco Jabber for iPhone and iPad Release Notes](#)

Cisco Jabber for Windows

Cisco Jabber for Windows streamlines communications and enhances productivity by unifying presence, instant messaging, video, voice, voice messaging, desktop sharing, and conferencing capabilities securely into one client on your desktop. Cisco Jabber for Windows delivers highly secure, clear, and reliable communications.

- [Cisco Jabber for Windows - Enterprise Collaboration Made Simple Data Sheet](#)
- [Cisco Jabber for Windows 9.7.1 Release Notes](#)

Cisco Virtualization Experience Media Engine for Windows

Cisco Virtualization Experience Media Engine (VXME) for Windows extends the Cisco Jabber collaboration experience to virtualized environments by facilitating real-time voice and video traffic processing on the local devices.

- [Cisco Virtualization Experience Media Engine for Windows 9.7 Data Sheet](#)
- [Release Notes for Cisco Virtualization Experience Media Engine for Windows Release 9.7](#)

Cisco Jabber Guest

**Note**

Cisco Jabber Guest will be available post Collaboration System Release 10.5(1).

Cisco Jabber Guest lets you connect with visitors through your website or mobile application to talk with one or more of your employees via instant-on, real-time voice and video. They can also watch videos about

products and talk with subject-matter experts. They can ask questions and get them answered right now. And do so from the device they prefer—tablet, computer, or smartphone.

[Cisco Jabber Guest Data Sheets and Literature](#)

Network Management

Cisco Prime Collaboration removes management complexity and provides automated, accelerated provisioning, real-time monitoring, proactive troubleshooting, and long-term trending and analytics in one integrated product. The solution delivers a premier operations experience through an intuitive user interface and optimized operator methodology, including automated workflows that ease implementation and ongoing administration through three APIs.

Cisco Prime Collaboration is a comprehensive video and voice service assurance and management system with a set of monitoring, troubleshooting, and reporting capabilities that help ensure end users receive a consistent, high-quality video and voice collaboration experience.

Cisco Prime Collaboration

Accelerate site rollouts and ongoing maintenance, lower operating expenses, and help ensure a world-class quality of experience for end users with Cisco Prime Collaboration. This comprehensive, unified management solution for voice and video collaboration networks provides automated provisioning, simplified monitoring and troubleshooting, and long-term trending and analytics.

- [Cisco Prime Collaboration 10.5\(1\) Data Sheet](#)
- [Cisco Prime Collaboration Release Notes](#)
- [Cisco Prime Collaboration 10.5 All Support Information](#)

Cisco Prime Collaboration Provisioning (Provisioning)

Cisco Prime Collaboration Provisioning provides a scalable web-based solution to manage company's next-generation communication services. Provisioning manages IP communication services in an integrated IP telephony, video, voice mail, and unified messaging environment that includes Unified CM, Unified CME, Cisco Unity, Unity Express, and Cisco Unity Connection systems.

Cisco Prime Collaboration Assurance

Cisco Prime Collaboration Assurance continuously monitors the current operational status of different IP communications elements such as Unified CM, Unified CME, Cisco Unity systems, Cisco Unity Express, Cisco Unity Connection, Cisco Unified Contact Center, Cisco Unified Contact Center Express, Unified CM IM and Presence Service, Cisco Emergency Responder, and Cisco Unified MeetingPlace Express, as well as Cisco gateways, routers, switches, and IP phones. It also provides diagnostic capabilities for faster trouble isolation and resolution.

Cisco Prime Collaboration Deployment (Deployment)

Cisco Prime Collaboration Deployment allows a user to perform tasks, such as migration or upgrade, on servers that are in the inventory.

- [Release Notes for Cisco Prime Collaboration Deployment Release 10.5\(1\)](#)

Licensing

Cisco Prime License Manager

Cisco Prime License Manager (Cisco Prime LM) automates Cisco IOS software activation and license management for a wide range of Cisco platforms running IOS as well as other operating systems. Cisco Prime LM has an intuitive, easy-to-use interface, automates software activation workflows, and scales for large network deployments.

Based on a user-centric model, Cisco Collaboration Systems Release 10.5 licensing options include:

- Cisco User Connect Licensing (Cisco UCL)
- Cisco Unified Workspace Licensing Standard
- Cisco Unified Workspace Licensing Pro

[Release Notes for Cisco Prime License Manager Release 10.5\(1\)](#)

Communications Infrastructure

Virtualized Servers — Cisco Unified Computing System or Third-Party Server

Cisco Unified Computing System (UCS) and servers unify computing, networking, management, virtualization, and storage access into a single integrated architecture. This unique architecture enables end-to-end server visibility, management, and control in both bare metal and virtual environments, and facilitates the move to cloud computing and IT-as-a-Service with fabric-based Infrastructure.

For more details about the UCS architecture, see [Servers — Unified Computing](#).



Note

Cisco Unified Communications can run virtualized on UCS or third-party servers. For more information go to, [Unified Communications in a Virtualized Environment](#).

Cisco UCS B-Series Blade Servers (Unified Communications Virtualization)

Delivering performance, versatility, and density without compromise, the Cisco UCS B200 M3 Blade Server addresses the broadest set of workloads, from IT and web infrastructure through distributed database.

[Cisco UCS B-Series Blade Servers Data Sheets](#)

Cisco UCS C-Series Rack Servers (Unified Communications Virtualization)

Cisco UCS C-Series Rack Servers deliver unified computing in an industry-standard form factor to reduce total cost of ownership and increase agility. Each product addresses varying workload challenges through a balance of processing, memory, I/O, and internal storage resources.

[Cisco UCS C-Series Rack Servers Data Sheets](#)

Cisco 2900 and 3900 Series Integrated Services Routers

Cisco 2900 and 3900 Series Integrated Services Routers (ISR) are designed to meet the application demands of today's medium-sized branches and to evolve to cloud-based services. They deliver virtualized applications and highly secure collaboration through the widest array of WAN connectivity at high performance that offers concurrent services at up to 75 Mbps.

[Cisco 2900 Series Integrated Services Routers Data Sheet](#)

[Cisco 3900 Series Integrated Services Routers Data Sheet](#)

Cisco 4451-X Integrated Services Router

The Cisco 4451-X offers encryption acceleration, voice- and video-capable architecture, application firewall, call processing, and embedded services. In addition, the platform supports a range of wired connectivity options such as T1/E1, T3/E3, and fiber Gigabit Ethernet. This platform offers superior performance and flexibility for network deployments across large enterprise offices.

[Cisco 4451-X Integrated Services Router Data Sheet](#)

[Release Notes for the Cisco 4451-X Integrated Services Router](#)



Deployment Models

With Cisco Collaboration Systems you can choose from many deployment options, including cloud computing, hybrid, and on-premises. The following sections provide deployment model examples and information.

Cisco Preferred Architecture and Cisco Validated Designs

Cisco Preferred Architectures and Cisco Validated Designs (CVDs) help you design and deploy powerful, comprehensive, and scalable collaboration architectures with collaboration services, such as Cisco Unified Communications, Video Collaboration, and Contact Center. Cisco Preferred Architectures and CVDs guides provide the framework for systems design based on common use cases or current engineering system priorities. Cisco engineers have tested and documented each CVD to help ensure a faster, more reliable, and more predictable deployment.

- Cisco Preferred Architecture design overviews provide a prescriptive, end-to-end architecture, an understanding of the individual products and their role in the overall architecture, along with basic design best practices and a sample Bill of Materials
- CVDs provide detailed design and step-by-step deployment information for collaboration deployments and are based on Preferred Architectures.

For samples of Cisco Preferred Architecture and CVDs see [Cisco Validated Designs for Collaboration](#).

Tested Deployment Models

Cisco has developed a variety of site models as standard architectures. These models were tested and optimized for maximum efficiency and performance. You can derive your network design by choosing the deployment model that most closely matches your business and then adding the specific features and applications that meet your business needs.

For information about Contact Center deployment Unified Contact Center Enterprise models tested by the Collaboration Systems Validation team for this release, go to http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/V10-5-1/cc-system-arch/Testbed1a.html.

For information about Contact Center deployment Unified Contact Center Express models tested by the Collaboration Systems Validation team for this release, go to http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/V10-5-1/cc-system-arch/Testbed2a.html.

For information about Collaboration tested deployments and site models for this release, go to http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/V10-5-1/ipt-system-arch/stentMOD.html.

Cisco Collaboration Systems Solution Reference Network Designs (SRND)

For additional guidelines, recommendations, and best practices for implementing Collaborations networking solutions, go to [Cisco Collaboration Systems 10.x Solution Reference Network Designs \(SRND\)](#).

- [IPv6 Support, page 20](#)

IPv6 Support

Cisco Collaboration Systems supports the deployment of IPv6 in Unified Communications selected products. The current deployment can be configured to support IPv6 for voice and video for SIP, and voice for SCCP signaling. The characteristics and benefits of the IPv6, in all deployment models is the same as those in the IPv4, and as defined in the IPv6 Cisco Collaboration 10.x Solution Reference Network Design (SRND).

To learn more about deploying Cisco collaboration products in an IPv6 environment, go to <http://www.cisco.com/web/solutions/trends/ipv6/index.html>.

**Note**

IPv6 is not supported in Cisco Unified Contact Center environments.



Maintenance and Support

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- [Cisco Technical Assistance Center, page 22](#)
- [Cisco SMARTnet Service, page 22](#)
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Service Offerings

Using the Cisco Lifecycle Services approach, Cisco Systems and its partners offer a broad portfolio of end-to-end services. These services are based on proven methodologies for deploying, operating, and optimizing Unified Communications solutions. Planning and design services, for example, can help you meet aggressive deployment schedules and minimize network disruption during implementation. Operate services reduce the risk of communications downtime with expert technical support. Optimize services enhance solution performance for operational excellence. Cisco and its partners offer a system-level service and support approach that can help you create and maintain a resilient, converged network that meets your business needs.

Cisco Unified Communications service offerings include:

- Cisco Unified Communications Essential Operate Service, which provides 24-hour, 365-day-a-year access to Cisco Systems engineers and certified partners who are highly trained and have a deep understanding of Cisco Unified Communications products and technologies.
- Cisco Unified Communications Select Operate Service, which provides a proactive support solution that combines 24-hour, 365-day-a-year access to technical support representatives plus a simple-to-install monitoring solution designed for Cisco Unified Communications.
- Cisco Unified Communications SMB Network Operate & Optimize Service, is a partner-led service offering (designed specifically for the medium-sized businesses) that enables the delivery of affordable, ongoing, high-availability network support.

For more information, go to <http://www.cisco.com/en/US/products/sw/voicesw/services.html>

Cisco Technical Assistance Center

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco provides around-the-clock, award-winning technical support services, online and over the phone.

For Enterprises and Service Providers, the TAC Service Request Tool lets you describe the issue in your own words and attach files to the service request, and will route your service request to an appropriate engineer as fast as possible. You can also use this tool to update your service request. The tool will send an automatic alert to your Cisco TAC engineer when you submit an update.

For more information about creating a service request, or for information about phone support for Enterprises and Service Providers, including the contact numbers appropriate for your country, go to:

http://www.cisco.com/web/tsweb/pdf/cisco_tools_tsrt.pdf

For urgent situations regarding enterprise level products, use the Phone Support for Enterprises and Service Providers.

To make a service request, go to:

<https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>

Cisco SMARTnet Service

Cisco SMARTnet Service is an award-winning technical support service that gives your IT staff direct, anytime access to Cisco engineers and extensive Cisco.com resources.

In addition to Cisco TAC phone support, Cisco SMARTnet Service includes unrestricted access to a range of online support resources, including the following:

- Solve technical support issues online without opening a case
- Quickly and easily access the latest security updates, patches, and fixes
- Expand your expertise and skills with technical support, tips and advice from Cisco experts and other industry professionals

For more information about Cisco SMARTnet Service, go to:

<http://www.cisco.com/web/services/portfolio/product-technical-support/smartnet/index.html>

Cisco Unified Communications Software Subscription

Cisco Unified Communications Software Subscription increases business value by providing an economical and timely approach to upgrading to new Cisco technology, thereby optimizing return on investment (ROI) and reducing total cost of ownership (TCO) for Cisco Unified Communications Solutions. During the Cisco Unified Communications Software Subscription term, which can be 1, 2, 3, or 5 years, you can order major release software upgrades at no additional charge. Minor and maintenance release updates are a part of Cisco Unified Communications Essential Operate Service.

In addition to Cisco TAC phone support, Cisco SMARTnet Service includes unrestricted access to a range of online support resources, including the following:

- Solve technical support issues online without opening a case

- Quickly and easily access the latest security updates, patches, and fixes
- Expand your expertise and skills with technical support, tips and advice from Cisco experts and other industry professionals

For more information about Cisco Unified Communications Software Subscription, go to:

<http://www.cisco.com/en/US/products/ps9158/index.html>

Documentation and Service Requests

For information about 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>

Subscribe to the *What's New in Cisco Product Documentation* as an RSS feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

Related Documentation

The Cisco Collaboration Systems Documentation provides a suite of interactive documentation that covers details of the system architecture, components, release notes, troubleshooting, and related information. You can access this documentation at this URL:

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

Career Certifications

Cisco offers the following levels of general IT certification:

- The Associate level is the first step in general Cisco Certifications and begins either with CCENT as an interim step to Associate level, or directly with CCNA for network operations or CCDA for network design. This level is the foundation level of networking certification.
- The Professional level is the second level in general Cisco Certifications and includes certifications such as CCNP, CCSP, CCDP, and CCIP each falling within a different certification path (or track) for meeting varying career needs. This level is an advanced level of certification that shows expertise with networking foundations.
- The Cisco Certified Design Expert (CCDE®) certification is one of the highest technical networking certifications offered by Cisco.
- The Cisco Certified Internetwork Expert (CCIE) certification is the highest level of technical networking certification offered by Cisco.
- The Cisco Certified Architect certification is the highest level of accreditation achievable within the Cisco Certification program. It is the pinnacle for individuals wishing to show their formal validation of Cisco technologies and infrastructure architecture.
- The Specialist designation certifies the expertise of experienced technical professionals, and those who have earned associate or professional-level Cisco Career Certifications. By earning specialist certifications,

network professionals can enhance their core networking knowledge in technologies such as security, IP Communications, and wireless.

For additional information about these Cisco Certifications, go to:

<http://www.cisco.com/web/learning/certifications/index.html>