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Welcome to IP Telephony Technical Information Site

This information site describes the Cisco Collaboration Systems Release 10.6(1) for Collaboration (formerly known as IP telephony). Cisco Collaboration solutions integrates voice, data, and video communications together into a single network, thereby making it simple, scalable, and cost-effective solutions.

This site contains system documentation that is presented in the network lifecycle process: Prepare, Plan, Design, Implement, Operate, and Optimize (PPDIOO). PPDIOO is a Cisco methodology that defines the continuous lifecycle of services required by the customer.

Each part of the network lifecycle process has a chapter the in left navigation panel. When you click a chapter, the table of contents (TOC) on the left navigation panel changes to show only the TOC for that chapter. The opening page in each chapter describes what is covered in that phase. You can also use the index link at the bottom of every TOC. To learn more about how to navigate through this site, see [Using This Information System, on page 2](#).

You can also quickly access additional resources in the Resource Library and Training Library.

The Critical Path to Successful Deployment

The PPDIOO process is the critical path to launch and complete a successful customer deployment, from the request for information (RFI) proposal to successful training of operations personnel. The Cisco Collaboration Systems documentation is designed to be used along with the PPDIOO methodology. Each chapter contains a complete task flow for each phase of the PPDIOO process.

Audience

This technical information site is designed for people who are implementing the Cisco Collaboration Systems:

- Cisco partners
- Cisco system engineers (SEs)
- Cisco Technical Assistance Center (TAC) engineers
- Cisco customers, especially decision makers, network designers, and operations personnel

About This Release

This documentation covers a Cisco Collaboration Systems for IP telephony Release 10.6(1). If you are upgrading an existing Cisco Collaboration Systems application, begin by reading the https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/V10-6-1/VTGS_BK_C2DB5BDB_00_collaboration-system-release-notes-ip-telephony.html to familiarize yourself with functionality in this new release.

There are two technical information sites for Cisco Collaboration Systems Release 10.6(1). This site for Collaboration Systems, and the site for Contact Center Systems Release 10.6(1).

Using This Information System

This information system is designed to give you an easily navigable framework for accessing all documentation for your system, solution, or product. The following topics describe using the information system:

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- [Where Information Is Located](#), on page 3
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Note

Make sure your browser does not block popup windows for this site. If a popup link fails to open, check your browser settings. Alternatively, press **Ctrl** when you click the link to override your browser's settings.

Types of Topics

When you see a reference to a topic, you can tell what type of topic it is by its name:

- "Doing" topics, such as "Performing a System Upgrade," are task topics, and provide instructions for doing something.
- "Overview" or "About" topics are *concept topics* to help you understand and plan your deployment and carry out tasks knowledgeably.

Some tabs may group topics under headings such as "Planning Concepts" and "Planning Tasks."

Graphics with Hotspots and Popup Text (Image Maps)

Some graphics may be image maps. An image map may have hotspots that you can run your pointer over to view a popup description or that you can click to open a linked topic in a secondary window.

Where Information Is Located

Cisco systems and solutions encompass a range of products and technologies, and their documentation encompasses information that may reside in several locations:

- Overviews and high-level process and procedure information specific to your solution or system are included directly in the information site.
- Product and technology overviews, detailed requirements, task details, and other more generic topics are located outside the site. These topics have the appearance of standard Cisco documentation with which you may already be familiar. Links to these topics appear with a popup icon appended. Clicking the link opens the topic in a new, secondary browser window offset from the current window, rather than replacing the current topic in the content pane. You can click the link to view the information when you need it, and then return to your place in the information site.
- Links with a padlock symbol are available only to people with a Cisco sign in, such as Cisco partners or registered Cisco.com users with a [Cisco service contract](#). After clicking the link, sign in when prompted. A secondary browser window opens. Keep the secondary window open in order to open other links without having to sign in again.
- Links with **[Internal]** are available only to Cisco employees.

Tips on Navigating the Information Site

- Use the TOC at the left of the site window to navigate to major topics in a chapter.
- In a secondary popup window:
 - When you are done with the window, click the **Close** button to close it. (It does not close automatically.)
 - You can go back to a previous topic by right-clicking and clicking **Back**.
 - You can view normal browser toolbars, the address bar, and any other browser items that you do not see by using commands on the View menu.
- Use the Index (click the link at the bottom of any TOC) if you are not sure where to find a topic.

Cisco Documentation

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/c/en/us/td/docs/general/whatsnew/whatsnew.html>

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