



CHAPTER 1

Home

Welcome to the Cisco Unified Communications IP Telephony Technical Information Site

This information site describes the Cisco Unified Communications IP telephony system, the Cisco IP solution for integrating data, voice, and video traffic over converged networks. The Cisco Unified Communications IP telephony system sets the world standard for rich-media IP networking.

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 tab at the top of the page. When you click a tab, the table of contents (TOC) on the left navigation panel changes to show only the TOC for that tab. The opening page on each tab 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](#).



Note

In addition to using the Feedback Form available on each page, you can e-mail comments to CiscoUnifiedCommunicationsSystemDocFeedback@elink.cisco.com. Your feedback helps us to improve this site.

Audience

This technical information site is designed for people who are implementing Cisco Unified Communications IP telephony systems:

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

The Critical Path to Successful Deployment

The PPDIIO 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 Unified Communications system documentation is designed to be used along with the PPDIIO methodology. Each tab on the web interface contains a complete task flow for each phase of the PPDIIO process. [Table 1-1](#) shows you what type of content you will find on each process tab.

Table 1-1 Site Content Map

Phase	Content Overview
Prepare and Plan	Using evaluative and planning tools, system engineers help partners and customers find the best solutions to their business needs. Further planning continues the needs analysis with the goal of producing a high-level project plan and the initial site survey. Key Content: System description, Release Matrix, market descriptions, planning installations and upgrades
Design	Using the verified customer requirements, the system engineer creates the detailed design, which includes the equipment list, network diagrams, and traffic flows. Key Content: Sample deployment models, sample call flows, system test results
Implement	Using the site requirements identified in the detailed design, the implementation team performs a detailed site survey is performed to prepare the site for installation. Equipment is ordered, inventoried, and staged. The implementation team uses the detailed design to install and configure equipment. A detailed test plan is developed and implemented to determine whether the network is ready for use. Key Content: Installation guidelines, test configurations, introduction to troubleshooting methodology
Operate	Ongoing operations include managing and monitoring components, performing routine maintenance, managing upgrades, and managing performance and service level agreements (SLA). Key Content: Call load test results, tested call flows, troubleshooting common problems, recovery procedures
Optimize	Optimization covers post installation services that are not under a maintenance contract including, but not limited to, performance audits, hardware and software upgrades, and applications development. Key Content: Upgrade procedures
Resource Library	Key Content: System description, release notes, topologies, ordering guides, configuration files, system test results, links to related documentation end-of-sale and end-of-life, and Cisco Unified Communications system demo
Training Library	The Training Library provides a single interface to all Cisco Unified Communications instructor-led courses, quick learning modules (QLMs), and training videos on demand (VODs).

About This Release

This documentation covers Cisco Unified Communications system applications through Release 6.0(1). If you are upgrading an existing Cisco Unified Communications system application, begin by reading the [Release Notes for Release 6.0\(1\)](#) to familiarize yourself with functionality in this new release.

There are two information sites for Cisco Unified Communications Release 6.0(1); this site, for IP telephony systems, and the site for [contact center systems](#). Use your Back button to return to this site.

Cisco Unified Communications System Release Notes

[System Release Notes for IP Telephony: Cisco Unified Communications System, Release 6.0\(1\)](#)

Using This Information System

This information system, the Cisco Information Access Manager (IAM), is designed to give you an easily navigable framework for accessing all documentation for your system, solution, or product. The following sections describe using the IAM:

- [About the IAM Window](#)
- [Types of Topics](#)
- [Comprehensive Index \(in Some IAMs\)](#)
- [Graphics with Hotspots and Popup Text \(Image Maps\)](#)
- [Where Information Is Located](#)
- [About the Secondary Browser Window](#)
- [Tips on Using the IAM](#)

**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.

About the IAM Window

The IAM window is laid out so that you can easily navigate between topics, drill down to get detailed information, and directly access product and platform documentation, without ever losing your place or having to cope with a complex hierarchy of windows.

[Figure 1-1](#) shows an example of an IAM window for a fictitious solution. View descriptions of numbered window elements in [Table 1-2](#).

Figure 1-1 Example of Information Access Manager Window

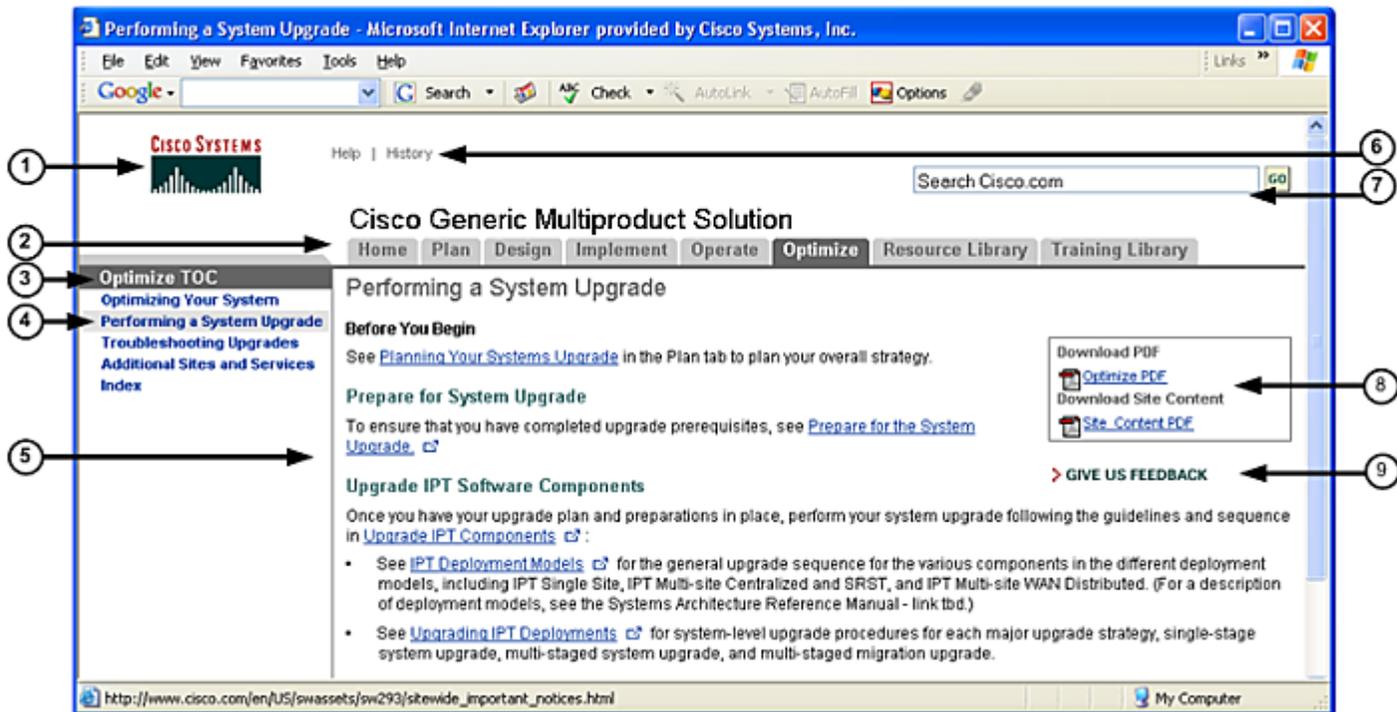


Table 1-2 Key to Window Illustration

1	Cisco logo. Click to go to Cisco Systems home page, replacing the IAM in the browser (the Back button takes you back to the IAM window).	6	Access-from-anywhere links to Help and History. (These links may have different labels, and in some cases may be used for different topics, such as a glossary.)
2	Tabs for global navigation between processes or other major categories. Click a tab to go to the home page for that tab. The table of contents (TOC) changes, showing topics specific to that tab. In the first content pane for a tab, you are shown an overview of what is on the tab and the tasks and concepts covered.	7	Search box: Use to search all of Cisco.com, not specifically this IAM. Search list appears in a new window so that you do not lose your place within the IAM.
3	TOC for navigation within a tab. The TOC changes when you click a different tab, or when you click a link that goes to a topic on a different tab. Some IAMs have an Index link at the bottom of every TOC. Click for an index of the entire IAM. Use this if you are not sure where to find a topic.	8	Download an Adobe Acrobat PDF of the content of the current tab or the content of the entire site.

Table 1-2 Key to Window Illustration (continued)

4	<p>Main heading in a TOC, such as "Performing a System Upgrade." If the heading is blue, it is a link that goes to a topic in the content pane. If it is black, it is unlinked and simply a title for linked subtopics below.</p> <p>A highlighted heading in the TOC indicates the current topic displayed in the content pane.</p>	9	<p>GIVE US FEEDBACK: Click to go the Feedback form at the bottom of the page to provide page-specific feedback.</p> <p>Some sites may also have an email link for sending direct feedback by email.</p>
5	<p>Content pane, where the information resides.</p> <p>Note two kinds of links in the content pane:</p> <ul style="list-style-type: none"> • A link to another topic in the content pane looks like an ordinary link. Clicking the link switches the contents of the pane. • A link to a secondary topic is appended with a popup icon . Clicking the link opens a new browser window, offset from the current window. If the other window is already open, the topic replaces the current contents. 		

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 "Installing the Cisco Unified CallManager," 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.”

Comprehensive Index (in Some IAMs)

If you see an Index link at the bottom of a TOC, you can click it to view a hyperlinked index to all the topics in the IAM. Use this index if you are not sure where to find a topic that you are interested in.

If a topic appears only once in the site, the index displays the entry as a clickable link. If a topic appears more than once, the entry is followed by clickable numbers linked to successive occurrences, similar to a series of page numbers in a printed index. For example,

Visio diagrams, [1](#), [2](#)

Click 1 to go to the first occurrence, click 2 to go to the second. You can use the browser Back button to return to your place in the index.

Graphics with Hotspots and Popup Text (Image Maps)

Some graphics in the IAM 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 IAM.
- Product and technology overviews, detailed requirements, task details, and other more generic topics are located outside the IAM. 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, for example, [Installing the Cisco Unified CallManager](#) . This means that 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 main IAM flow.
- Links with this symbol () are available only to people with a Cisco login, such as Cisco partners or registered Cisco.com users with a [Cisco service contract](#). After clicking the link, log in when prompted. A secondary browser window opens. Keep the secondary window open in order to open other links without having to log in again.
- Links with **[Internal]** are available only to Cisco employees.

About the Secondary Browser Window

When a topic like [Installing the Cisco Unified CallManager](#)  opens in a new, secondary browser window, that window stays open until you close it. (Click the Close button or choose **File > Close**.) If the window is open when you click another  link, the new topic replaces the current one. You can use the browser Back button if you want to retrace your steps in the secondary window.

Tips on Using the IAM

- Use tabs to navigate between major process areas.
- Use the TOC at the left of the IAM window to navigate to major topics on a tab.
- 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 choosing **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.
- (In some IAMs) Use the Index (click the link at the bottom of any TOC) if you are not sure where to find a topic that you are interested in.

Market Descriptions

Cisco provides Unified Communications solutions for every market size. The following describes the small, medium, and enterprise markets:

- [Small Business](#)

Small businesses are those with the number of employees between 5 and 100. These types of businesses can be characterized by a need for systems that are low-cost, easy to deploy, easy to use, and scalable. These companies face the challenge of managing technology without taking the focus off business.

- [Medium Business](#)

Medium businesses are those with the number of employees between 100 and 1000. There are over 5,000,000 firms worldwide that are considered medium businesses. These businesses vary greatly when determining the voice, video and data requirements of running a business. The role of technology is changing for this size of business, in that these businesses are increasingly competing in a global economy and require network technology to better connect with customers, suppliers, and customers.

- [Enterprise Business](#)

Enterprise businesses are those with more than 1000 employees. The technology demands of an enterprise business requires a system of enterprise-class solutions that facilitates more engaging and efficient interactions among employees, partners, and customers, and provides the foundation for a collaborative workforce. They require applications that enable user-controlled productivity anywhere, anytime with any device and standards-based, secure systems, built into an intelligent, integrated network.

**Note**

Many of the Cisco Unified Communications products and solutions can be applied in any market. Those products and solutions that apply to a specific market are labeled as such.

Using the Resource Library

The Resource Library tab is a single location for you to get related and additional information about Cisco Unified Communications. The Resource Library contains the following:

- System description PDF
- System release notes
- Network topology resources
- Links to component troubleshooting guides
- Links to component documentation
- Configuration files
- End-of-sale and end-of-life products
- System test results

Using the Training Library

The Training Library tab is the location for all Cisco Unified Communications training materials for partners, customers, and employees. The Training Library contains the following:

- Videos on demand (VODs)
- Links to partner certification training programs
- Links to instructor-led courses

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, 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>