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Cisco Unified Communications Services Ordering Guide

October 2009

For more information about Cisco® Unified Communications Services, visit www.cisco.com/go/ucservices or contact your local Cisco account representative or local authorized Cisco partner.

For more information about Cisco Unified Communications products, visit www.cisco.com/en/US/products/sw/voicesw/index.html.

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Introduction

This ordering guide explains how to order Cisco Services for Unified Communications products:

- Find the appropriate service for a particular product
- Helps you with pricing, quoting, and ordering services

Services Mapping

Service Available

Table 1 lists services available for Cisco Unified Communications products.

Table 1. Services Available for Cisco Unified Communications Products

Service	Description
Cisco SMARTnet®	• Rapid problem resolution with around-the-clock, global access to the Cisco TAC • Registered Cisco.com: Access to industry-leading online support • Next-business-day advance hardware replacement (additional replacement options. onsite options also available) • Proactive Smart Call Home capability alerts customer and Cisco TAC to potential problems before they occur
Cisco Unified Communications Essential Operate Service (ESW) (Software support)	• Rapid problem resolution with around-the-clock, global access to the Cisco TAC • Registered Cisco.com: Access to industry-leading online support • Cisco TAC case collection, software bug toolkit, and product alert tool • Application maintenance and access to software updates
Cisco Unified Communications Essential Operate Service (ESW) (software and hardware support for the Unified Business Edition)	• Integrated software and hardware support with advanced hardware replacement and onsite options • Rapid problem resolution with around-the-clock, global access to the Cisco TAC • Registered Cisco.com: Access to industry-leading online support • Cisco TAC case collection, software bug toolkit, and product alert tool • Application maintenance and access to software updates

Cisco Unified Communications Software Subscription (UCSS)

Cisco offers a comprehensive and smart way to maximize your investment in Cisco Unified Communications by offering software subscriptions, service, and support. The combination of Cisco Unified Communications Software Subscription and Cisco Unified Communications Essential Operate Service allows you to get the latest major, minor, and maintenance updates for Cisco software releases, as well as giving you access to online tools and resources that can help you solve problems quickly. 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.

For more information about Unified Communications Software Subscription, including the latest ordering guide, visit: www.cisco.com/web/partners/sell/technology/ipc/integrated-solutions/Unified_Communications_Software_Subscription.html

For specific questions on ordering Unified Communications Software Subscription, contact ucss-support@external.cisco.com.

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Which Products Have Services

General Overview

Services are typically available for stand-alone hardware, application software (not included with Cisco IOS® Software), user licenses, and bundles. Hardware standalone has Cisco SMARTnet. Software applications have Cisco Unified Communications Essential Operate Service (ESW), and bundles such as Unified Communications Business Edition have the integrated hardware and software support (ECD).

How Products Are Mapped to Services

Cisco Unity

Services for Cisco Unity® and Cisco Unity Connection are associated to the mailbox users and the Cisco fax servers. Here are some examples:

Example 1: Cisco Unity (Cisco Unity Voicemail, Unified Messaging, and Cisco Unity Connection)

Services are attached on **user licensees** only.

Examples of SKUs where services are mapped:

UNITYCN2-200USR **(200 users)**
UNITYCN2-25USR-K9= **(25 users)**
UNITYU5-50USR-E **(50 users)**

Examples of SKUs that will not have services mapped:

UNITY40-SVRLIC-32
UNITY-MULTILANG
UNITY5.X-ADD-LANG
UNITY5.X-SL-32

Example 2: Cisco Unity CFS Fax is mapped to Essential Operate Services (ESW)

Examples of SKUs where services are mapped:

CFS-SR140-24CHAN

Cisco Unified Contact Center Express

Services are mapped only to SKUs that represent agents or users. Unified Contact Center Express has multiple kinds of users:

A) Agents/Seats: Standard, Enhanced, Premium

B) Interaction Manager Users: Advanced and Basic

C) Manager Users: Workforce and Quality

Services are mapped to those SKUs that represent one of these agents. No services are mapped to server licenses and other products that do not represent a user or agent. Support for the entire UCCX configuration is covered under the service mapped to the users or agents.

Examples of SKUs where services are mapped:

CCX-7815I-50S=	CCX 5.0 STD 7815 IBM Server SW,OS 10 **Seats**
CCX-50PRE-SEAT1=	CCX 5.0 PRE Seat Qty 1 **(agent or supervisor)**
CCX-50ENH-SEAT25=	CCX 5.0 ENH Seat Qty 25 **(agent or supervisor)**

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Examples of SKUs that will not have services mapped:

CCXIVR-50DB1PS1	CCX or IVR 5.0 MS SQL 2K Server 1 Processor Software
CCX-7815I-50-HAS	CCX 5.0 7815 IBM HA Active,Standby SW,2 OS,2 SQL2K
CCX-7815I-50E-HAS=	CCX 5.0 ENH 7815 IBM HA Active,Standby SW,2 OS,2 SQL2K

Cisco Unified Communications Manager (CallManager)

Cisco Unified Communications Manager is mapped and priced based on the capacity or the size of the server on which the software resides. The size of the server indirectly is tied to the number of users for which the Communications Manager is licensed. Service does not create the relationship between server and users; rather we abide to the product licensing rules.

There are three different categories of product SKUs that are available. The important thing to remember is that there needs to be one software application residing on each and every Communications Manager server. Therefore, if you have 5 MCS servers for Communications Manager, you will need to purchase 5 CallManager software applications and 5 ESW services for each application that has been purchased. The pricing for CallManager is not version based, rather based on the size of the server.

Cisco Unified Communications Manager a la Carte

Table 2 lists five different price points based on the size of the server, not the version of the software.

Table 2. Communications Manager for MCS Server Example

Server Class	HP	IBM	Product PN	Service PN	Users
MCS 7815/16/25 SE			CM6.0U4-K9-7815SE=	CON-ESW-6U415SE	100
MCS 7815/16		X206	LIC-CM6.1-7816=	CON-ESW-LC617816	500
MCS 7825	X3250/X306	X3250/X306	LIC-CM6.0-7825=	CON-ESW-M607825	1000
MCS 7835	HP DL280-G4/G5/DL380-G4	X3650/X346/X345	LIC-CM7.0-7835=	HP DL280-G4/G5/DL380-G4	2500
MCS 7845	HP DL380D-G4D/G5D	X3650D/X346D/X345D	LIC-CM6.0-7845=	CON-ESW-M607845	5000

Migration

Migration refers to the migration from one server to another server. The migration SKU allows you to move the software license from the legacy server to the new server for a nominal product charge. There are two types of migrations scenarios: (1) moving to the same size server and (2) upgrading to a larger capacity server. When moving to the same size server, no change to the ESW contract is required. Only when upgrading your server to a larger server will you need to update your contract. Also, you will need to change your Cisco SMARTnet contract to reflect the hardware server.

Table 3 lists the various migration SKUs for the software.

Table 3. Various Migration SKUs for the Software

Part Number	Product Description
CM6.0-K9-MIG0=	SW Unified CM 6.0 Same Server Class Migration
CM6.0-K9-MIG1=	SW Unified CM 6.0 Migration 7815SE to 781X
CM6.0-K9-MIG10=	SW Unified CM 6.0 Migration 7835 to 7845
CM6.0-K9-MIG2=	SW Unified CM 6.0 Migration 7815SE to 7825
CM6.0-K9-MIG3=	SW Unified CM 6.0 Migration 7815SE to 7835
CM6.0-K9-MIG4=	SW Unified CM 6.0 Migration 7815SE to 7845
CM6.0-K9-MIG5=	SW Unified CM 6.0 Migration 781X to 7825
CM6.0-K9-MIG6=	SW Unified CM 6.0 Migration 781X to 7835

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Part Number	Product Description
CM6.0-K9-MIG7=	SW Unified CM 6.0 Migration 781X to 7845
CM6.0-K9-MIG8=	SW Unified CM 6.0 Migration 7825 to 7835
CM6.0-K9-MIG9=	SW Unified CM 6.0 Migration 7825 to 7845

Service Types

When ordering Cisco Unified Communications products using individual product SKUs, one for hardware and one for software, you should quote:

1. Cisco SMARTnet for service coverage on the Unified Communications hardware. (Cisco SMARTnet will continue to be available for Unified Communications hardware and will not be subject to end of sale.)
2. Cisco Unified Communications Essential Operate Service (ESW) for software (sometimes referred to as ESW) to support the application. In general, the Cisco Unified Communications Essential Operate Service (ESW) for software is applicable to the application when it is purchased a la carte, or when the application is purchased in the new Cisco Unified Workspace License (CUWL) model, which incorporates a range of Unified Communications applications.
3. Cisco Unified Communications Essential Operate Service (ESW) for hardware and software (sometimes referred to as ECD) is a bundled server-based hardware and application software product purchased with a single SKU (currently only applicable only to the Cisco Unified Communications Manager Business Edition).

Table 4 shows how services are attached to UC products.

Table 4. Attaching Services to UC Products

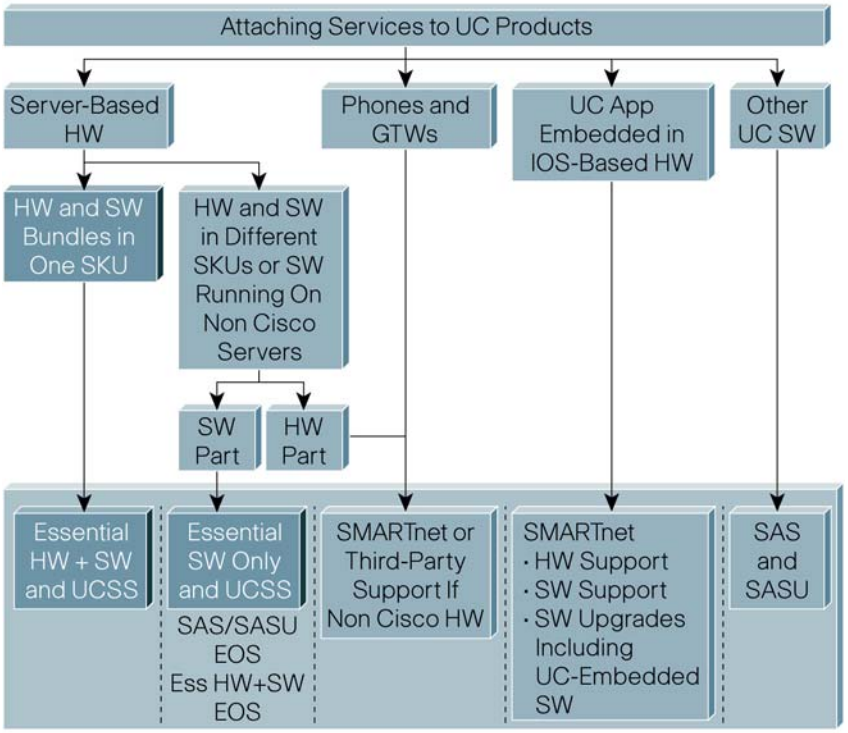

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Table 5 lists products with Cisco SMARTnet.

Table 5. Products with Cisco SMARTnet

Products with Cisco SMARTnet
Cisco Unified Communications Manager Express (Enterprise Branch)
Cisco Unified Survivable Remote Site Telephony (SRST)
Cisco Unified Communications 500 Series for Small Business *(including Unified Communications Manager Express and Cisco Unity Express)*
Cisco Unified IP Phone (79xx)
Cisco Unified Wireless IP Phone 7921G
Cisco MCS Unified Communications Appliance/Servers
Cisco Unified VT Camera
Cisco Unified Videoconferencing

Table 6 lists products with SAS/SASU.

Table 6. Products with SAS/SASU

Products with SAS/SASU
Cisco Unity Express
Cisco Unified Operations Manager
Cisco Unified Services Monitor
Cisco Unified Provisioning Manager
Cisco Unified Service Statistics Manager
Cisco netManager Unified Communications (OM)
Cisco Monitor Manager Cisco Monitor Director Cisco Unified Video Conferencing

Table 7 lists products with Essential Operate Service (ESW).

Table 7. Products with Essential Operate Service

Products with Essential Operate Service (ESW)	
Cisco Unified Communications Manager (Formerly known as Cisco CallManager)	Cisco Unified Mobility
Cisco Unified Communications Manager Business Edition*	Cisco Unified Mobility Advantage (Orative)
Cisco Unity (Voicemail and Unified Messaging)	Cisco Unified Mobile Communicator (Orative Client)
Cisco Unity Connection	Cisco Unified Phone Application Suite
Cisco Unified Workspace Licensing (CUWL)	Cisco Unity FAX Server
Cisco IP Communicator	Cisco Unified Application Server
Cisco Unified Media Engine	Cisco Unified Communications Manager Attendant Console
Cisco Unified Presence	Cisco Emergency Responder
Cisco Unified Personal Communicator	Cisco Unified IP Interactive Voice Response
Cisco Unified Phone Proxy*	Cisco Unified IP Queue Manager
Cisco Unified MeetingPlace®	Cisco Unified MeetingPlace Express VT
Cisco Unified MeetingPlace Express	Cisco Unified MeetingPlace for Microsoft Office Communicator (MOC)
Cisco Unified Contact Center Enterprise	Cisco Unified E-Mail Interaction Manager Cisco Unified Web Interaction Manager
Cisco Unified Contact Center Express	Cisco Unified Business Attendant Console Cisco Unified Department Attendant Console
Cisco Unified Intelligent Contact Management Enterprise	Cisco Unified Video Advantage

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Products with Essential Operate Service (ESW)	
Cisco Unified Contact Center Hosted	Cisco Unified Customer Voice Portal
Cisco Unified Intelligent Contact Management Hosted	Cisco Unified CallConnector for Microsoft Dynamics CRM Cisco Unified CallConnector for Microsoft Office
Cisco Unified Applications Environment	Cisco Unified CallConnector Mobility Cisco Unified CallConnector for Salesforce.com
*Essential Operate Service (ESW) (ECD covering hardware and software) is only available for the Cisco Unified Communications Manager Business Edition, as a bundled set of hardware and software sold under a single SKU.	

Table 8 lists bundled license products with Operate Services.

Table 8. Bundled License Products with Operate Services

Bundled License Products with Operate Services	
Cisco Unified Workspace License – Standard (CUWL STD)	Cisco Unified Workspace License – Professional (CUWL PRO)

CUWL is a per user model for all software licensing. There are two packages available: CUWL Standard and CUWL Professional. For more information, go to wwwin.cisco.com/voice/products/cuwl/.

To understand service product numbers for Operate Services listed above, refer to the 3- or 4-letter codes in the table below. These codes will be the part of the product number after “CON-”. For example, an Essential Operate SW Only product number would start “CON-ESW-”.

Table 9 lists product numbers for Operate Services.

Table 9. Product Numbers for Operate Services

	Cisco Brand	NOSC	Shared Support	Collabrative TS	Partner Essential
Essential SW Only	ESW	NESW	SESW	CBSW	PSES
Essential SW + HW NBD	ECD	NECD	SECD	CBCD	N/A
Essential SW + HW 8x5x4	ECE	NECE	SECE	CBCE	N/A
Essential SW + HW 24x7x4	ECPM	NECP	SECP	CBCP	N/A
Essential SW + HW 24x7x4 onsite	EC4P	NEC4			
Gray Areas: Essential Operate Service (ESW) (ECD covering hardware and software) is only available for the Cisco Unified Communications Manager Business Edition as a bundled set of hardware and software sold under a single SKU					

Table 10 lists part numbers for Unified Communications Software Subscriptions (UCSS).

Table 10. Unified Communications Software Subscription (UCSS)

Product Description	Part Number
Cisco Unified Communications Manager	UCSS-UCM
Cisco Unified Contact Center Enterprise	UCSS-CCE
Cisco Unified Contact Center	UCSS-CCX
Cisco Unified MeetingPlace	UCSS-MPLACE
Cisco Unified MeetingPlace Express	UCSS-MPE
Cisco Unified MeetingPlace Express VT	UCSS-MPE
Cisco Unity	UCSS-UNITY
Cisco Unity Connection	UCSS-UNITYCN
Cisco Unity Contact Center Hosted	UCSS-CCH
Cisco Unified Presence	UCSS-CUP
Cisco Unified Personal Communicator	UCSS-UPC

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Product Description	Part Number
Cisco Emergency Responder	UCSS-ER
Cisco Unified Application Server	UCSS-UAS
Cisco Unified Intelligent Contact Management Hosted	UCSS-ICMH
Cisco IP Interactive Voice Response	UCSS-IPIVR
Cisco Unified Customer Voice Portal	UCSS-CVP
Cisco Unified Communications Software Subscription for Cisco Unified Workspace Licensing	UCSS-UWL Ordered within product configuration
Cisco Unified Communications Software Subscription for Cisco Unified Communications Manager Business Manager	UCSS-CUCM-BE
Cisco Unified Communications Software Subscription for Cisco Unified Communications Manager Business Manager – CUWL	CMBE-WRKSP-BDL
Cisco Unified Communications Software Subscription for Intelligent Contact Management Enterprise	UCSS-ICME
Cisco Unified Communications Software Subscription for Cisco Unified Media Engine	UCSS-UME
Cisco Unified Business and Department Attendant Console	UCSS-ATT

More Cisco Unified Communications applications may be added in the future. Cisco Unified Communications Manager Express and SRST are not covered under Cisco Unified Communications Software Subscription; existing service remains the same.

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How to Order Services

Finding Services and Pricing

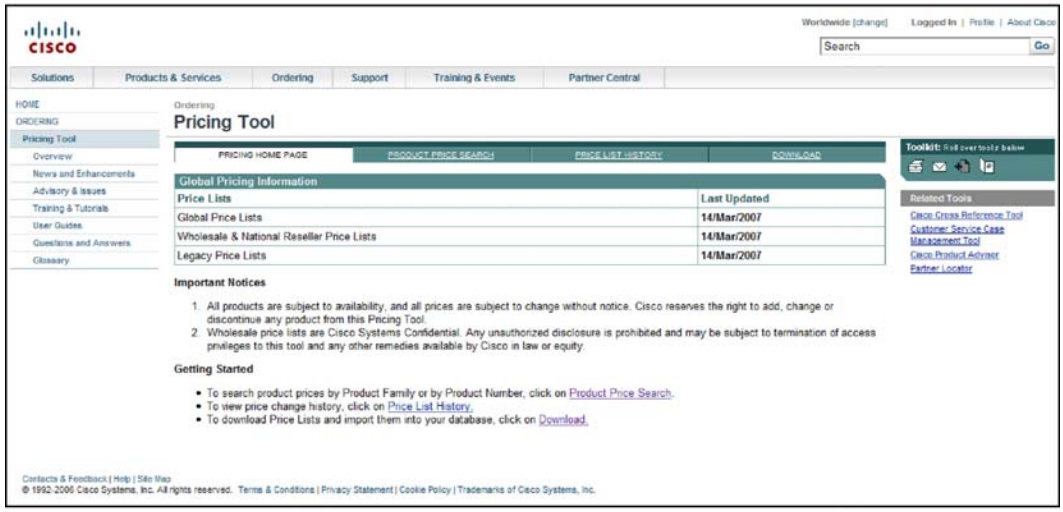
Registered Cisco.com users can find list prices using the tools in this section, or prices through the quoting and ordering tools listed below.

Pricing Tool

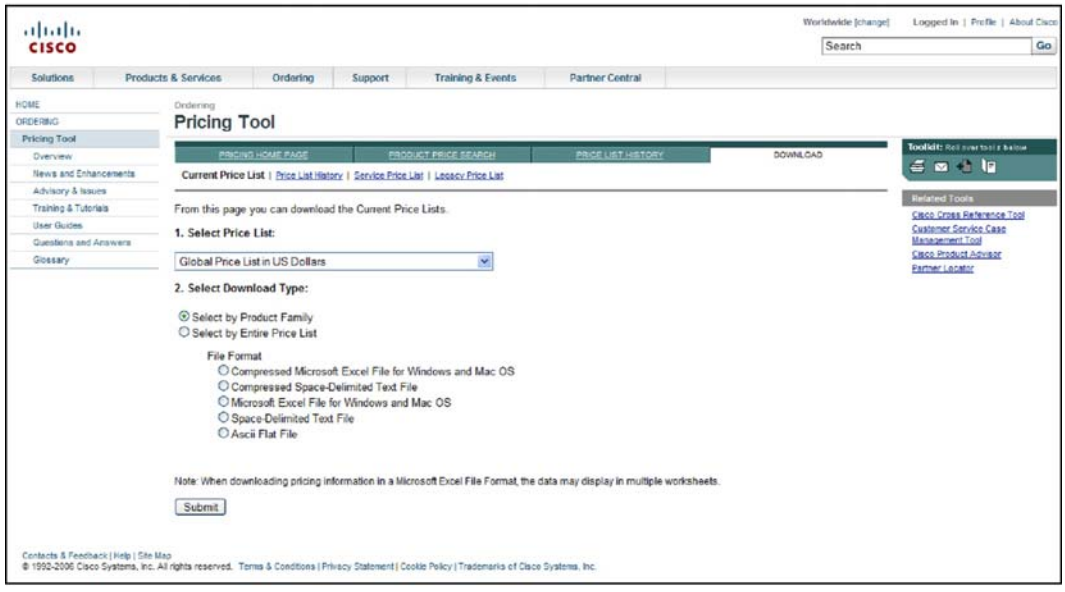
https://tools.cisco.com/qtc/pricing/MainServlet

To find services price lists, follow these steps:

Step 1. Navigate to the Pricing Tool from Cisco.com main page > Select the Ordering menu item from the Ordering tab > link to Pricing Tool from the “Place Order” section.



Step 2. Click “DOWNLOAD” tab.



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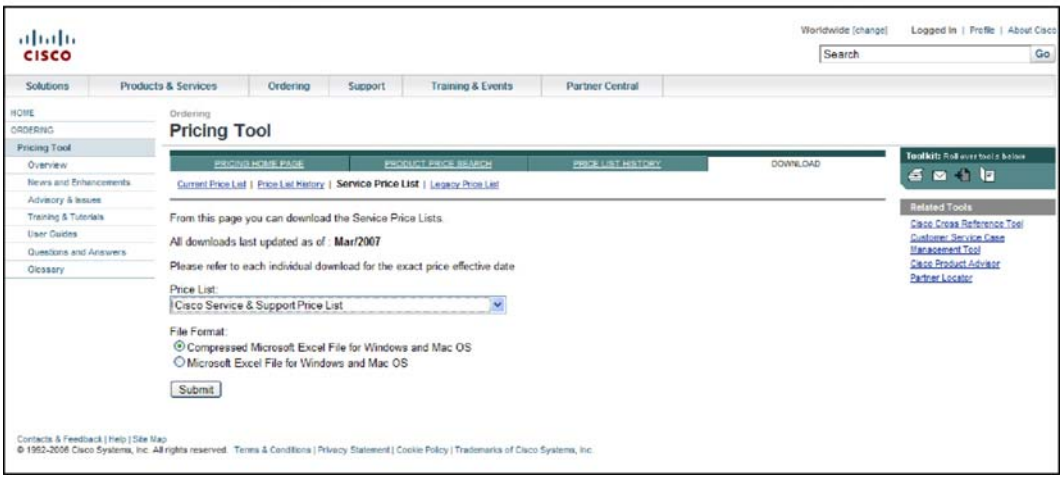
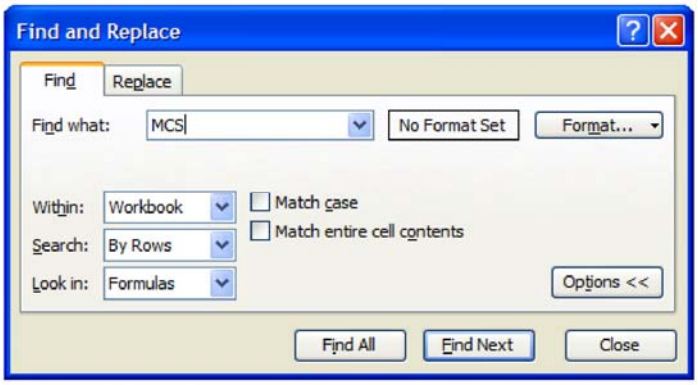
Step 3. Select Service Price List link.



Step 4. Choose which Price List – “Cisco Service & Support Price List” for the general list or a selection from the drop-down menu for SP Services, Shared Support, CoBrand, or other price lists.

Step 5. Searching for a Product within Excel – The workbooks are divided into a series of worksheets based on service type. If you know service type, choose the correct worksheet and search for the product SKU you want to find. If you do not know the service type, use the find functionality of Excel to search the entire workbook. Click the Options button to expand search options. Then select “Workbook” in the “Within” dropdown menu. Continue to click “Find Next” until you have found the product SKU you want.



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Ordering and Quoting Tools

Several tools can be used to quote and order services with and without products. For configuring products and quoting and ordering services together, Cisco.com users can find the Dynamic Configuration Tool (DCT), the Multiline Configuration tool (MLC), and the Ordering Tool (OT). Registered users can order and renew services through Cisco Service Contract Center (CSCC). Processes for each of these tools will be outlined later in this document.

The DCT is useful for configuring products and obtaining very basic services information for configurable products only. It does not provide information for services on hardware or software products that are not configurable. Currently it only allows the selection of one service level at a time, which could result in missed product coverage.

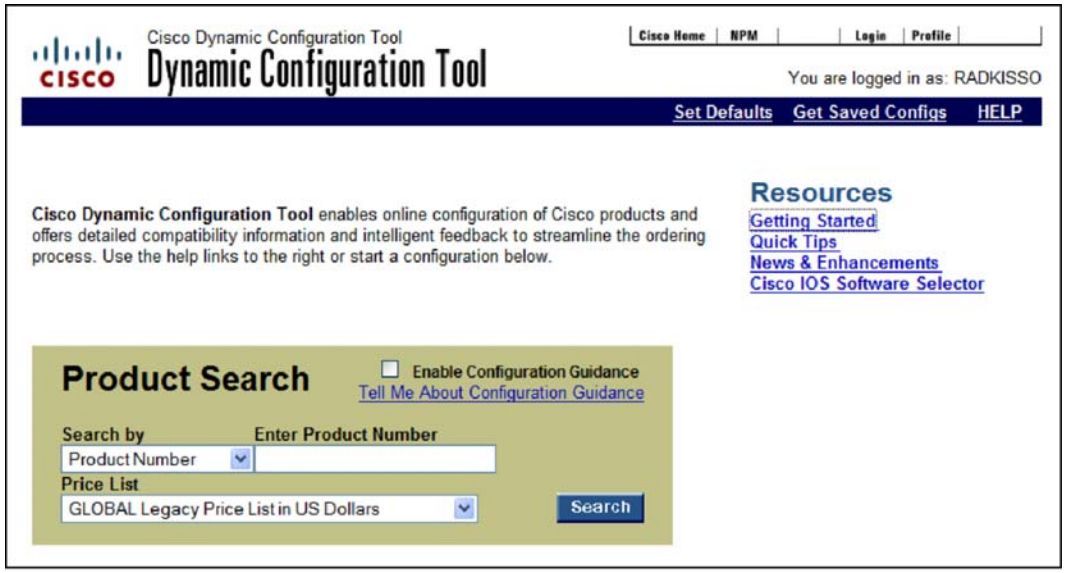
The MLC provides the user with the ability to assemble multiple products, both configurable and nonconfigurable, onto a single list. It provides services functionality for both hardware and software products. Pricing for services in the MLC is subject to change based upon the ultimate installation site of the product(s).

The OT provides the most robust functionality for ordering products and services at the same time. It allows imports of saved configurations (from DCT) or saved config sets (from MLC). In the OT, users specify the installation site of the product and get accurate services pricing information.

Links to the DCT, MLC, and OT can be found on the Ordering Root page on Cisco.com. Each of these tools has a detailed user guide available through links on their respective pages.

Dynamic Configuration Tool

Step 1. Choose the configurable product.



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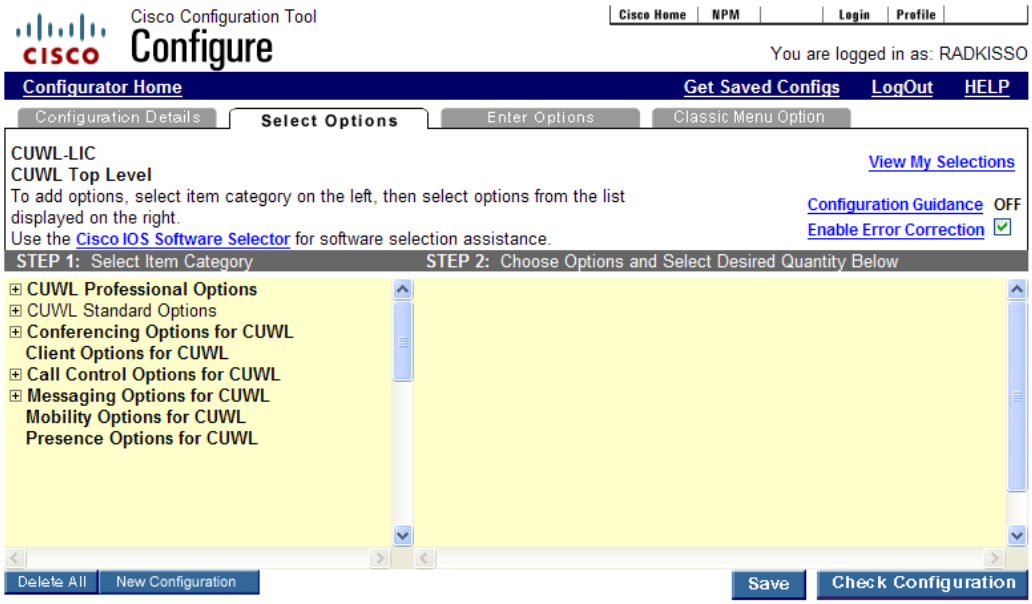
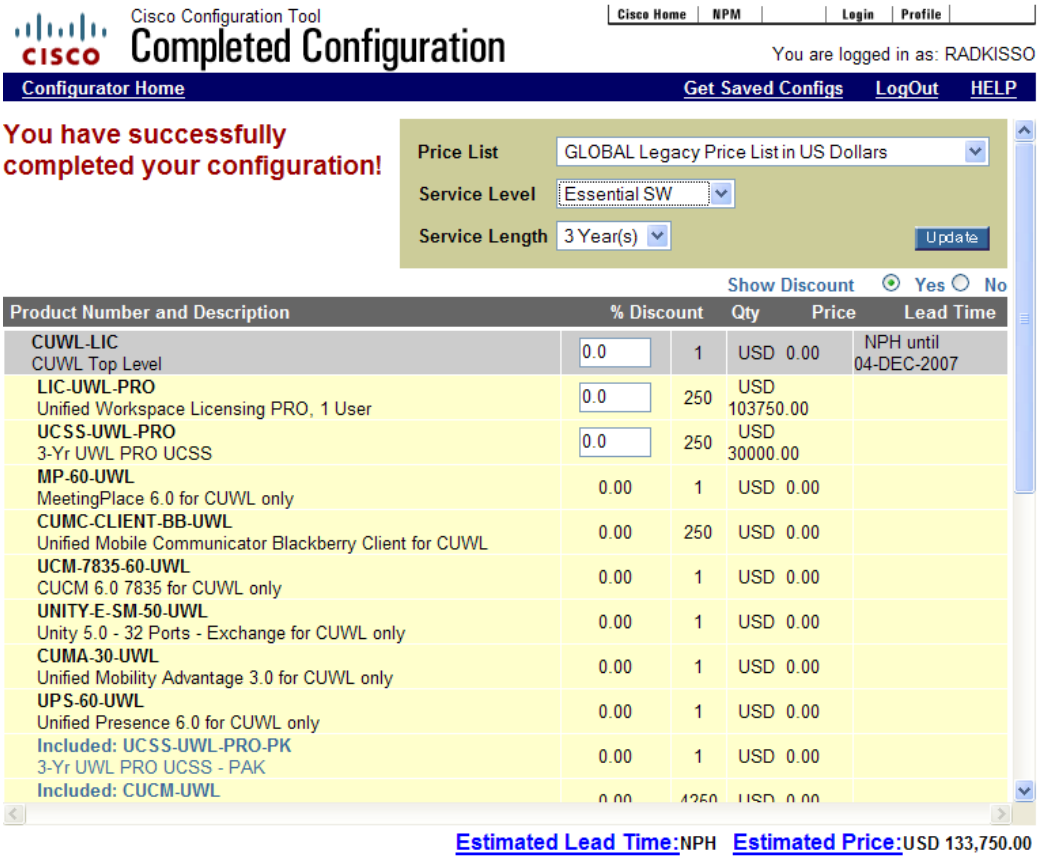
Steps 2 and 3. Select the "Select Options" tab and configure the product. Click the "Check Configuration" button to validate your choices.



Step 4. Upon successful configuration, choose your service level and click "Update" to have the appropriate services added to your configuration.



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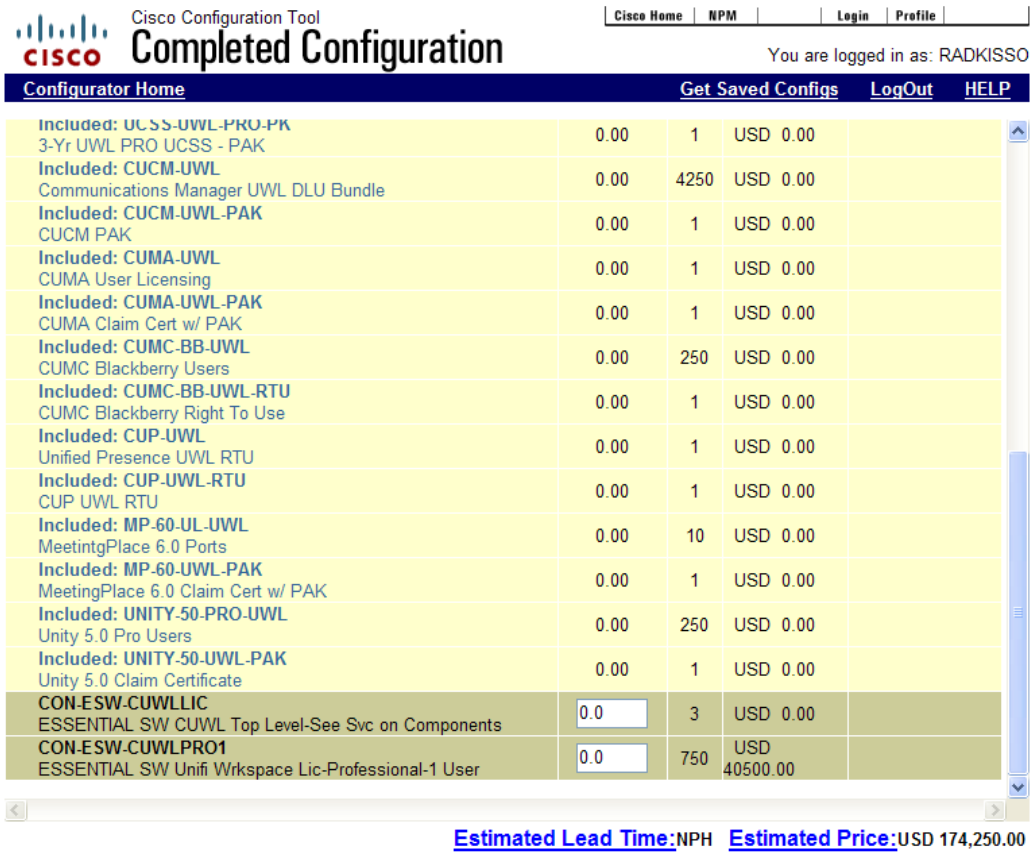
Step 5. Save your configuration for later use in either the MLC or the OT.



Cisco Configuration Tool

Completed Configuration

Cisco Home | NPM | Login | Profile

You are logged in as: RADKISSO

Configurator Home | Get Saved Configs | LogOut | HELP

Included: UCSS-UWL-PRO-PK 3-Yr UWL PRO UCSS - PAK	0.00	1	USD 0.00	
Included: CUCM-UWL Communications Manager UWL DLU Bundle	0.00	4250	USD 0.00	
Included: CUCM-UWL-PAK CUCM PAK	0.00	1	USD 0.00	
Included: CUMA-UWL CUMA User Licensing	0.00	1	USD 0.00	
Included: CUMA-UWL-PAK CUMA Claim Cert w/ PAK	0.00	1	USD 0.00	
Included: CUMC-BB-UWL CUMC Blackberry Users	0.00	250	USD 0.00	
Included: CUMC-BB-UWL-RTU CUMC Blackberry Right To Use	0.00	1	USD 0.00	
Included: CUP-UWL Unified Presence UWL RTU	0.00	1	USD 0.00	
Included: CUP-UWL-RTU CUP UWL RTU	0.00	1	USD 0.00	
Included: MP-60-UL-UWL MeetintgPlace 6.0 Ports	0.00	10	USD 0.00	
Included: MP-60-UWL-PAK MeetingPlace 6.0 Claim Cert w/ PAK	0.00	1	USD 0.00	
Included: UNITY-50-PRO-UWL Unity 5.0 Pro Users	0.00	250	USD 0.00	
Included: UNITY-50-UWL-PAK Unity 5.0 Claim Certificate	0.00	1	USD 0.00	
CON-ESW-CUWLLIC ESSENTIAL SW CUWL Top Level-See Svc on Components	0.0	3	USD 0.00	
CON-ESW-CUWLPRO1 ESSENTIAL SW Unifi Wrkspace Lic-Professional-1 User	0.0	750	USD 40500.00	

Estimated Lead Time:NPH Estimated Price:USD 174,250.00

Multiline Configuration Tool (MLC)

The MLC tool follows exactly the same process as below for the OT. For the purposes of this Ordering Guide, the tools operate in the same manner.

One key difference to note is that configuration sets may be saved in the MLC for later use in either the MLC or in the OT.

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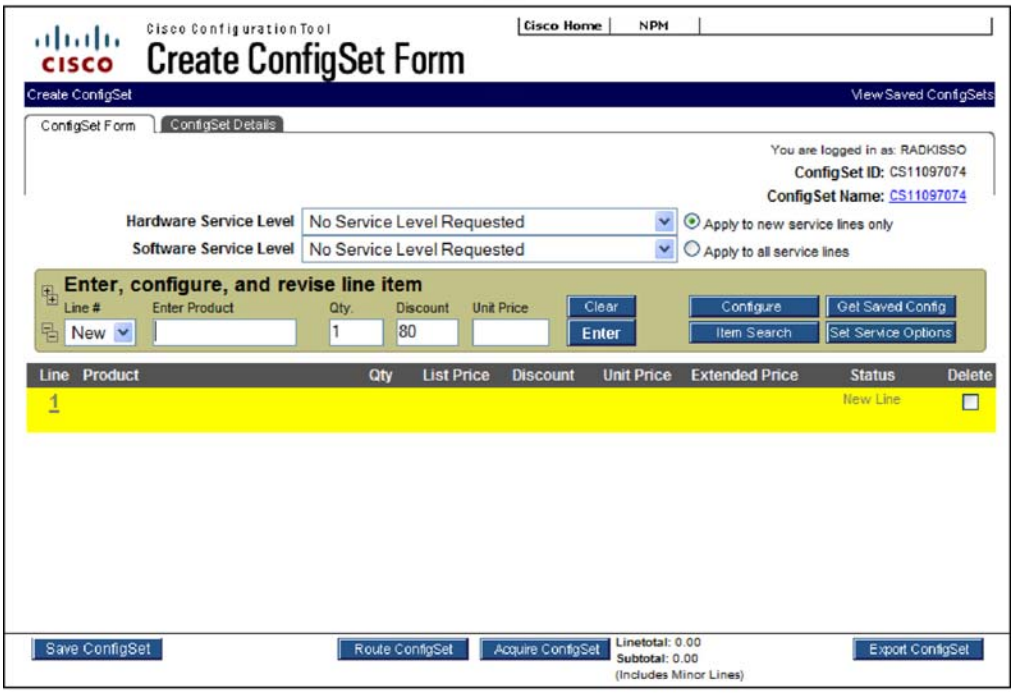
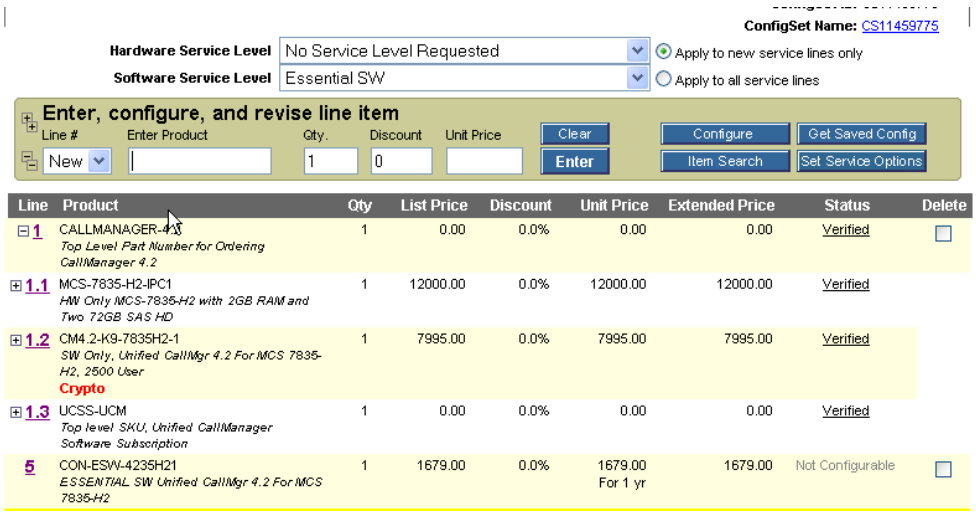
MLC Screenshot for reference:



Ordering Tool

Product Type 1: Software Application Ordered with Server and UCSS



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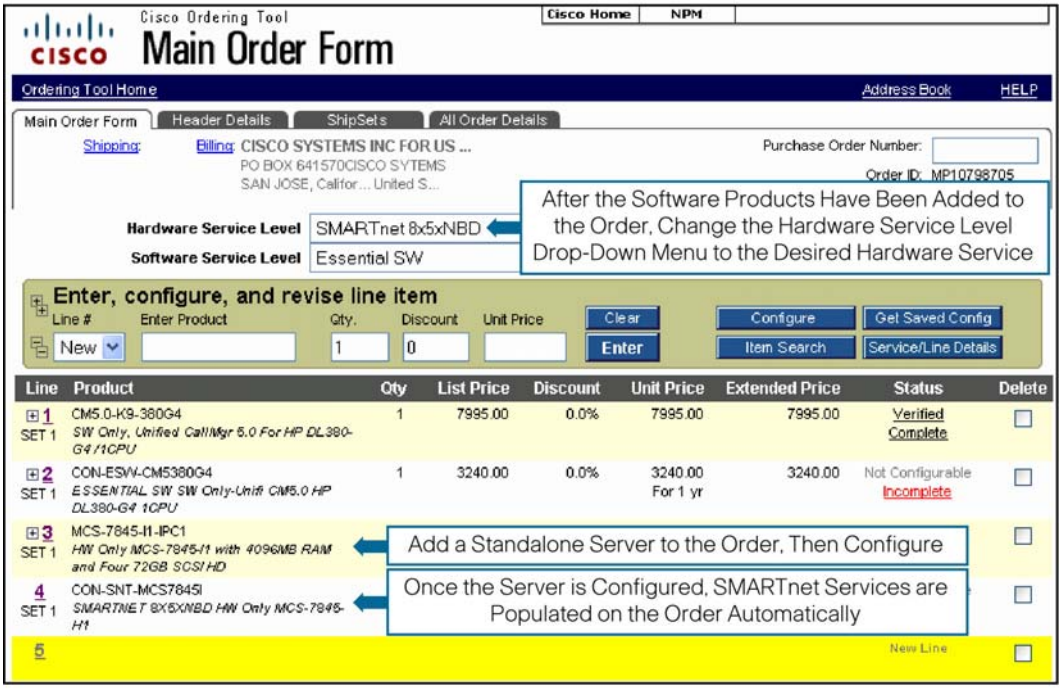
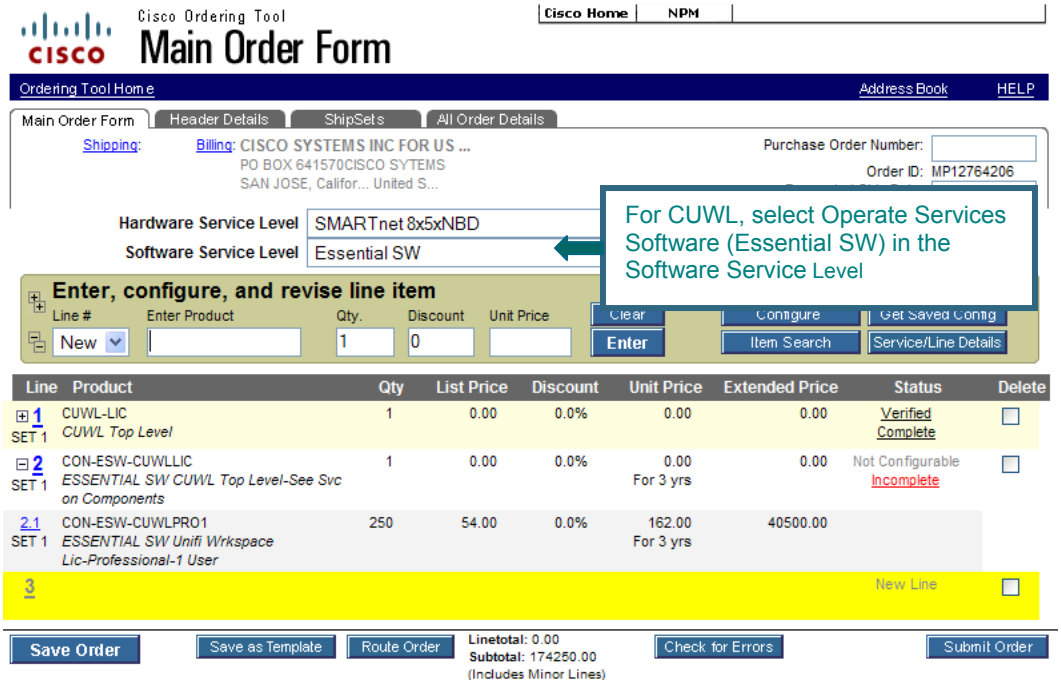


Product Type 2: Cisco Unified Workspace Licensing



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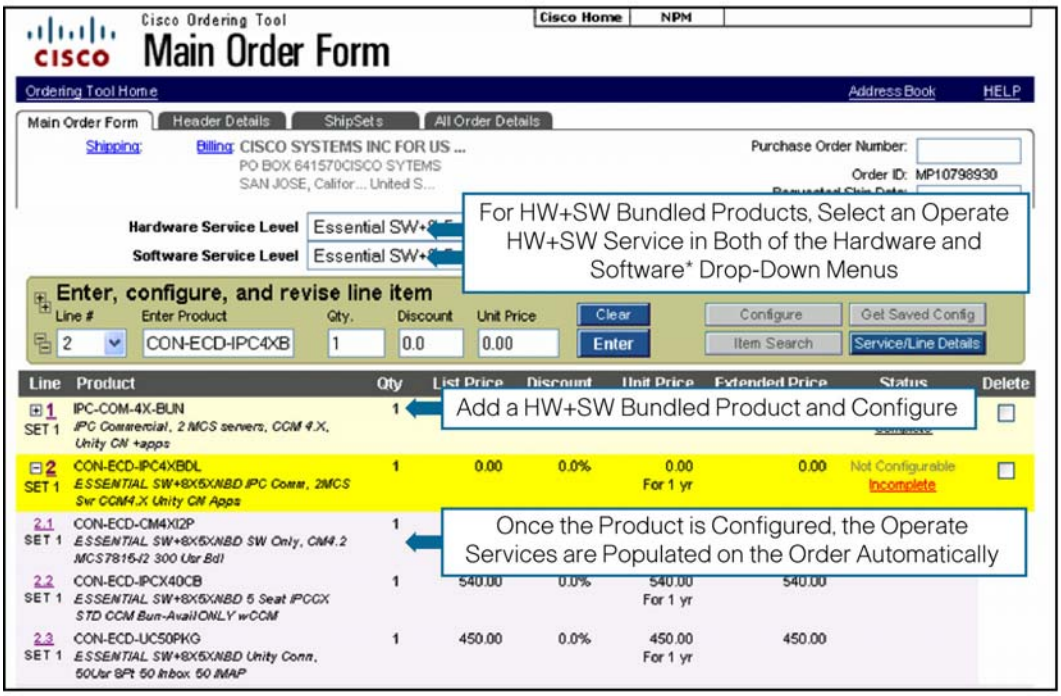
Product Type 3: Hardware and Software Bundle (Business Edition Only)

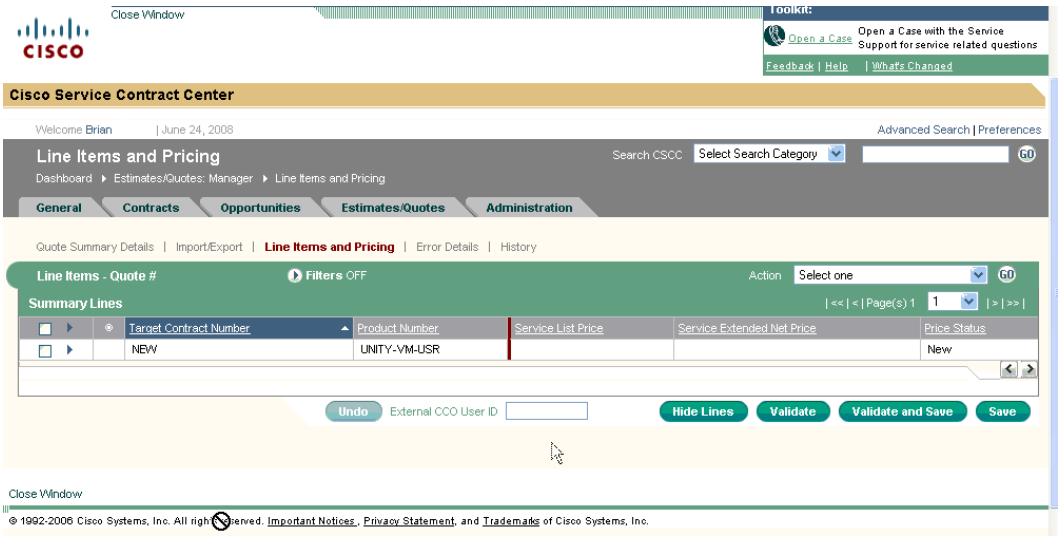


*Required until the HW+SW Operate Services are removed from the software service menu; timeline TBD

Cisco Service Contract Center

Cisco Service Contract Center is a web-based solution intended to simplify the managing and selling of services. For training and access to CSCC, visit www.cisco.com/web/services/resources/cscc/training/index.html.

Example 1: Add Products by Product ID



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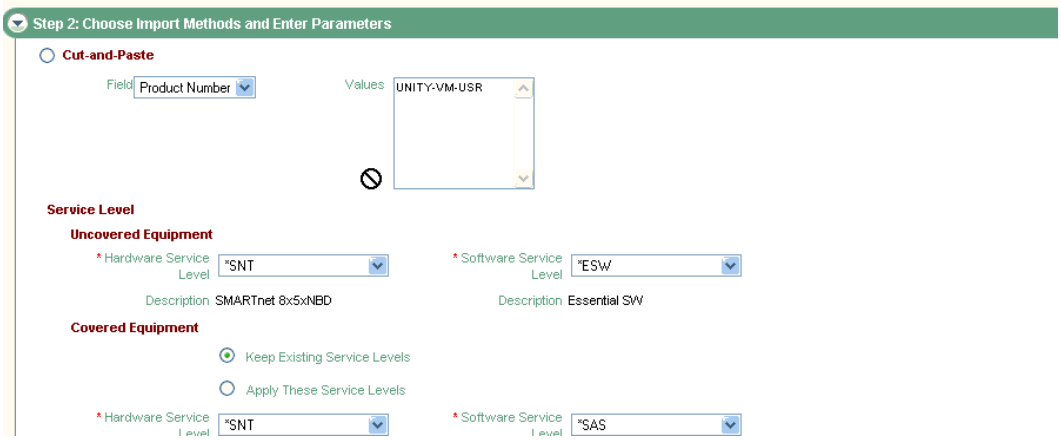

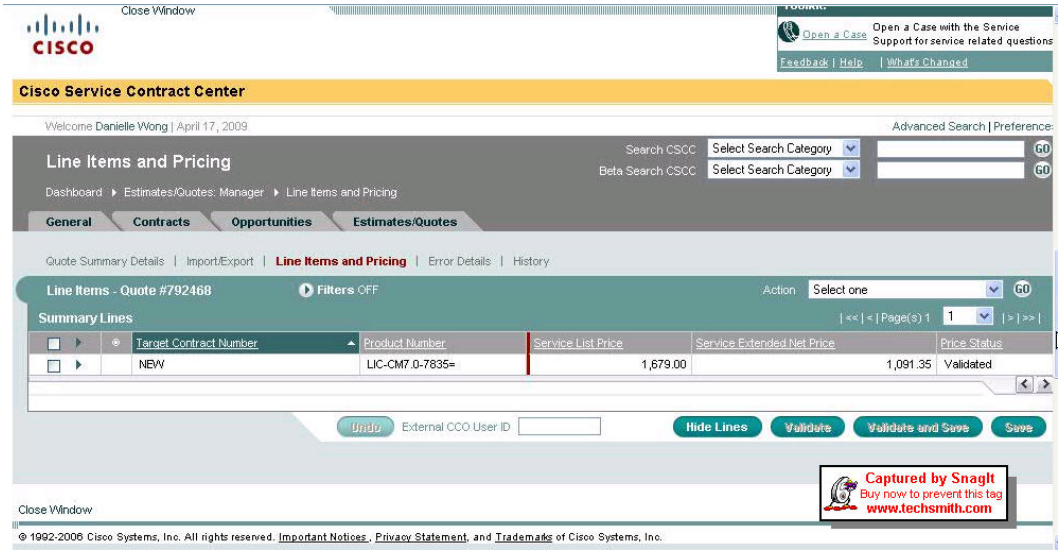

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Printed in USA C07-539012-01 10/09

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