
Ribbon Doc Center Help

What do you want to know?

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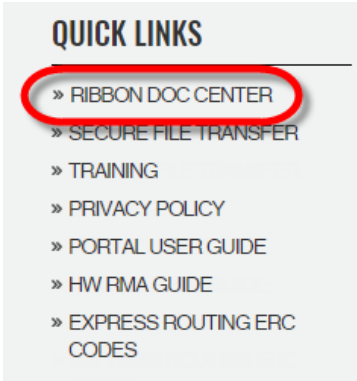
What does this move to the Ribbon Documentation Center mean to me?

- **Consolidation, convenience and efficiency** — All Ribbon product documentation is now located and accessible from the **Ribbon Documentation Center** (Confluence Wiki) (e.g., release notes, user/admin guides, install/upgrade guides, software/hardware guides, best practices, troubleshooting, OAM docs, etc.)
- **Search across all products in one location** — View HTML and PDF product documentation

How do I find the Ribbon Documentation Center?

You can get to the [Ribbon Documentation Center Home page](#) in several ways:

- Entering <https://support.sonus.net/> in a Web browser
- Quick Links at the bottom of the [Ribbon Support Portal](#)



- Ribbon Corporate website (path: Services > Support Services > [Documentation](#))
- Within Confluence Wiki: All product pages include a link to the [Ribbon Documentation Center Home page](#) in the left navigation panel

Where are my announcements/bulletins?

All Ribbon announcements (Warnings, Bulletins, Alerts and PCNs) are located in Salesforce (Ribbon Support Portal). [Click here](#) to view and/or subscribe to Ribbon announcements.

(For help with searching and navigating the Ribbon Support Portal, click "Portal User Guide" under **Quick Links** at the bottom of the page)

Where is my doc?

- Always start your doc search from the [Ribbon Product Documentation Home](#) page. *This is your gateway to all Ribbon product documentation!*

You can locate product documentation (release notes, user guides, install and upgrade guides, etc.) in several convenient ways:

1. From the Ribbon Doc Center [Home page](#), by product category/group (**red** bubbles)
2. Confluence built-in **Search tools**
 - a. Click the "How to Search in Wiki" button on the Home page (**blue** bubble), or
 - b. Alternatively, click the [How to Search in Wiki](#) link in the **PAGE TREE** (in left navigation panel)

3. Using the **A-Z list** of all products, in alphabetical order (**green bubble**)

Cloud & Edge Documentation

- > Application Platforms & Clients
- > Billing
- > Call Controllers
- > Call Trust
- > Intelligent Edge
- > Management
- > Media Gateways
- > Network Function Virtualization
- > Policy and Routing
- > Ribbon Analytics
- > Ribbon Automation Framework (RAF)
- > Ribbon Connect
- > Session Border Controllers
- > Signaling
- > Solutions
- > Ribbon Platforms

IP & Optical Networks Documentation

- > Apollo Optical Platforms
- > Neptune IP Platforms
- > LightSOFT NMS
- > Muse Network and Service Applications
- > LightINSIGHT Network and Service Analytics
- > Artemis Passive Optical Platforms
- > IP Optical Networks Accessories
- > IP Optical Networks Security
- > IP Optical Networks Components Database
- > Management Utilities
- > 5G Solutions
- > Legacy Products

Additional Content

- > All Ribbon Products (A-Z) - Portal Breakout
- > Product Announcements/Bulletins
- > Latest Releases
- > Third-Party Products
- > Utilities
- > Ribbon Glossary
- > Help

How to Search in Wiki

Feedback

4. From the **PAGE TREE** (**orange bubble** below)

Ribbon Product Documentation

- Ribbon Product Documentation Home
- Document Report

SPACE SHORTCUTS

- Home

Search Space

PAGE TREE

- > Cloud and Edge Documentation
- > IP Optical Networks Documentation
- Downloading Software from the Ribbon Support P
- > Customer Support
- How to Search in Wiki
- Cloud and Edge Acronym Dictionary
- IP Optical Acronym Dictionary

You can access

Be aware that when you search for documentation in

Use the links below to find the Ribbon product do

Cloud & Edge Documentation

- > Application Platforms & Clients
- > Billing
- > Call Controllers
- > Call Trust
- > Intelligent Edge
- > Management
- > Media Gateways