# Preface

This chapter provides information about the purpose, audience, organization, and conventions of this guide and provides information on how to obtain related documentation.

**Note** This document may not represent the latest Cisco product information available. You can obtain the most current documentation by accessing Cisco's product documentation page at `http://www.cisco.com/cisco/web/support/index.html` .

## Purpose

The Cisco Unified Communications Manager Features and Services Guide provides the information that you need to understand, install, configure, manage, use, and troubleshoot Cisco Unified Communications Manager (formerly Cisco Unified CallManager) features.

## Audience

The Cisco Unified Communications Manager Features and Services Guide provides information for network administrators who are responsible for managing the Cisco Unified Communications Manager system. This guide requires knowledge of telephony and IP networking technology.

## Overview

The following table provides an overview of the organization of this guide.

| Chapter | Description |
|---------|-------------|
| Barge and Privacy | Provides a description and configuration procedures for the Unified Communications Manager features Barge and Privacy. |
| Call Back | Provides a description and configuration procedures for Cisco Call Back. |
| Call Control Discovery | Provides a description and configuration procedures for the Call Control Discovery feature. |
| Call Display Restrictions | Provides a description and configuration procedures for the Call Display Restrictions feature. |
| Call Park and Directed Call Park | Provides a description and configuration procedures for the Unified Communications Manager Call Park and Directed Call Park features. |
| Call Pickup | Provides a description and configuration procedures for the Unified Communications Manager Call Pickup feature. |
| Call Throttling and the Code Yellow State | Provides a description of the call throttling feature and the service parameters you use to configure it. |
| Calling Party Normalization | Provides a description of calling party normalization. |
| Extension Mobility | Provides a description and configuration procedures for Cisco Extension Mobility for Unified Communications Manager. |
| Extension Mobility Cross Cluster | Provides a description and configuration procedures for the Cisco Extension Mobility Cross Cluster feature for Unified Communications Manager. |
| Cisco Unified Communications Manager Assistant with Proxy Line Support | Provides a description and configuration procedures for Cisco Unified Communications Manager Assistant (Cisco Unified CM Assistant) with proxy line support. |
| Cisco Unified Communications Manager Assistant with Shared Line Support | Provides a description and configuration procedures for Cisco Unified Communications Manager Assistant (Cisco Unified CM Assistant) with shared line support. |
| Cisco Unified Communications Manager Auto-Attendant | Provides a description and configuration procedures for Cisco Unified Communications Manager Auto-Attendant. |
| Cisco Unified Mobility | Provides a description and configuration information for Cisco Unified Mobility, including the Mobile Connect and Mobile Voice Access features. |

| Chapter | Description |
|---------|-------------|
| Cisco Jabber for Mobile | Cisco Unified Communications Manager provides certain functionality for Cisco Mobile VoiP Clients that connect directly with Unified Communications Manager. This chapter discusses the features and the required configurations. |
| Web Dialer | Provides a description and configuration procedures for Cisco Web Dialer for Unified Communications Manager. |
| Client Matter Codes and Forced Authorization Codes | Provides descriptions and configuration procedures for Client Matter Codes (CMC) and Forced Authorization Codes (FAC). |
| Custom Phone Rings | Provides a description and configuration procedures for Unified Communications Manager custom phone rings. |
| Device Mobility | Provides a description and configuration information for the Device Mobility feature. |
| Do Not Disturb | Provides a description and configuration information for the Do Not Disturb feature. |
| External Call Control | Provides a description and configuration information for the External Call Control feature. |
| External Call Transfer Restrictions | Provides a description and configuration procedures for the External Call Transfer Restrictions feature. |
| Geolocations and Location Conveyance | Provides a description and configuration procedures for geolocations, geolocation filters, and location conveyance. |
| Hold Reversion | Provides a description and configuration information for the Hold Reversion feature. |
| Hotline | Provides a description and configuration information for the Hotline feature. |
| Immediate Divert | Provides a description and configuration procedures for the Unified Communications Manager Immediate Divert feature. |
| Intercom | Provides a description and configuration information for the Unified Communications Manager Intercom feature. |
| Internet Protocol Version 6 (IPv6) | Provides information on IPv6 support for Unified Communications Manager and other components in the network. |

| Chapter | Description |
|---|---|
| | Provides a description of how licensing works with Unified Communications Manager. |
| Local Route Groups | Provides a description and configuration procedures for the Local Route Groups feature. |
| Logical Partitioning | Provides a description and configuration procedures for the Logical Partitioning feature. |
| Malicious Call Identification | Provides a description and configuration procedures for the Unified Communications Manager Malicious Call Identification feature. |
| Monitoring and Recording | Provides a description and configuration information for the call monitoring and call recording features. |
| Multilevel Precedence and Preemption | Provides a description and configuration procedures for the Unified Communications Manager Multilevel Precedence and Preemption feature. |
| Music On Hold | Provides a description and configuration procedures for Cisco Music On Hold. |
| BLF Presence | Provides a description and configuration procedures for the Presence feature. |
| Quality Report Tool | Provides a description and configuration procedures for the Quality Report Tool (QRT) feature. |
| Single Sign-On | Provides a description of the Single Sign On feature. |

# Related Documentation

See the following documents for further information about related Cisco IP telephony applications and products:

- Installing Cisco Unified Communications Manager Release 8.6(1)

- Upgrading Cisco Unified Communications Manager Release 8.6(1)

- Cisco Unified Communications Manager Documentation Guide

- Release Notes for Cisco Unified Communications Manager Release 8.6(1)

- Cisco Unified Communications Manager System Guide

- Cisco Unified Communications Manager Administration Guide

- Cisco Unified Serviceability Administration Guide

- Cisco Unified Communications Manager Call Detail Records Administration Guide

- Cisco Unified Real-Time Monitoring Tool Administration Guide

- Troubleshooting Guide for Cisco Unified Communications Manager

- Cisco Unified IP Phone Administration Guide for Cisco Unified Communications Manager

- Cisco Unified Communications Manager Bulk Administration Guide

- Cisco Unified Communications Manager Security Guide

- Cisco Unified Communications Solution Reference Network Design (SRND)

# Conventions

This document uses the following conventions:

| Convention | Description |
|---|---|
| boldface font | Commands and keywords are in boldface. |
| italic font | Arguments for which you supply values are in italics. |
| [ ] | Elements in square brackets are optional. |
| { x | y | z } | Alternative keywords are grouped in braces and separated by vertical bars. |
| [ x | y | z ] | Optional alternative keywords are grouped in brackets and separated by vertical bars. |
| string | A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks. |
| **screen** font | Terminal sessions and information the system displays are in **screen** font. |
| **boldface screen** font | Information you must enter is in **boldface screen** font. |
| italic screen font | Arguments for which you supply values are in italic screen font. |
| ^ | The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key. |
| < > | Nonprinting characters, such as passwords, are in angle brackets. |
| **Action** > **Reports** | Command paths in a graphical user interface (GUI). |

Notes use the following convention:

**Note** Means reader take note. Notes contain helpful suggestions or references to material not covered in the publication.

Timesavers use the following conventions:

**Note** Timesave means the described action saves time. You can save time by performing the action described in the paragraph.

Tips use the following conventions:

**Tip** Means the information contains useful tips.

Cautions use the following convention:

**Caution** Means reader be careful. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following conventions:

**Warning** This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents.

# Additional Information

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/en/US/docs/general/whatsnew/whatsnew.html`.

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

# Cryptographic Features

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for

compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at `http://www.access.gpo.gov/bis/ear/ear_data.html`.

**Preface**