



Preface

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

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Purpose

The *Cisco CallManager Administration Guide* provides instructions for administering the Cisco CallManager system. This guide includes descriptions of procedural tasks you complete using Cisco CallManager. It also provides references for commands and conceptual information that assist you in using Cisco CallManager.

Audience

The *Cisco CallManager Administration Guide* is written for network administrators responsible for managing the Cisco CallManager system. This guide requires knowledge of telephony and IP networking technology.

Organization

This guide is organized as follows:

Part	Description
Part 1	<p>“System Description”</p> <p>Contains the following chapters, which describe general topics related to the configuration and operation of Cisco CallManager:</p> <ul style="list-style-type: none">• Chapter 1, “Distributed Call Processing”• Chapter 2, “Redundancy”• Chapter 3, “Auto-Registration”• Chapter 4, “Call Admission Control”• Chapter 5, “Route Plans”• Chapter 6, “Understanding Device Support”• Chapter 7, “Understanding Service Parameters”

Part	Description
Part 2	<p>“System Configuration”</p> <p>Contains the following chapters, which explain how to configure the system parameters used by Cisco CallManager:</p> <ul style="list-style-type: none">• Chapter 8, “Server”• Chapter 9, “Cisco CallManager”• Chapter 10, “Cisco CallManager Group”• Chapter 11, “Date/Time Group”• Chapter 12, “Device Defaults”• Chapter 13, “Region”• Chapter 14, “Device Pool”• Chapter 15, “Enterprise Parameters”• Chapter 16, “Location”• Chapter 17, “Starting and Stopping Cisco CallManager”
Part 3	<p>“Route Configuration”</p> <p>Contains the following chapters, which explain how to configure route plans in Cisco CallManager:</p> <ul style="list-style-type: none">• Chapter 18, “Partition”• Chapter 19, “Calling Search Space”• Chapter 20, “Route Filter”• Chapter 21, “Route Group”• Chapter 22, “Route List”• Chapter 23, “Route Pattern”• Chapter 24, “Translation Pattern”• Chapter 25, “External Route Plan Wizard”• Chapter 26, “Route Plan Report”

Part	Description
Part 4	<p data-bbox="508 240 780 266">“Service Configuration”</p> <p data-bbox="508 285 1228 344">Contains the following chapters, which explain how to configure services used in conjunction with Cisco CallManager:</p> <ul data-bbox="518 363 1013 699" style="list-style-type: none"> <li data-bbox="518 363 1013 389">• Chapter 27, “Cisco Messaging Interface” <li data-bbox="518 407 852 433">• Chapter 28, “Cisco TFTP” <li data-bbox="518 451 928 477">• Chapter 29, “Conference Bridge” <li data-bbox="518 495 995 521">• Chapter 30, “Media Termination Point” <li data-bbox="518 539 928 565">• Chapter 31, “Service Parameters” <li data-bbox="518 583 780 609">• Chapter 32, “Trace” <li data-bbox="518 626 841 652">• Chapter 33, “Transcoder” <li data-bbox="518 670 881 696">• Chapter 34, “Control Center”
Part 5	<p data-bbox="508 722 780 748">“Feature Configuration”</p> <p data-bbox="508 768 1228 826">Contains the following chapters, which explain how to configure user features:</p> <ul data-bbox="518 846 848 915" style="list-style-type: none"> <li data-bbox="518 846 821 872">• Chapter 35, “Call Park” <li data-bbox="518 889 848 915">• Chapter 36, “Call Pickup”
Part 6	<p data-bbox="508 933 774 959">“Device Configuration”</p> <p data-bbox="508 979 1228 1037">Contains the following chapters, which explain how to configure devices in Cisco CallManager:</p> <ul data-bbox="518 1057 1042 1214" style="list-style-type: none"> <li data-bbox="518 1057 1042 1083">• Chapter 37, “Cisco uOne Voice Messaging” <li data-bbox="518 1101 825 1127">• Chapter 38, “Gateways” <li data-bbox="518 1144 899 1170">• Chapter 39, “Cisco IP Phones” <li data-bbox="518 1188 989 1214">• Chapter 40, “Phone Button Templates”
Part 7	<p data-bbox="508 1234 747 1260">“User Configuration”</p> <p data-bbox="508 1279 1228 1338">Contains the following chapters, which explain how to configure user and directory information:</p> <ul data-bbox="518 1357 908 1427" style="list-style-type: none"> <li data-bbox="518 1357 908 1383">• Chapter 41, “User Information” <li data-bbox="518 1401 908 1427">• Chapter 42, “Global Directory”

Related Documentation

Refer to the following documents for further information about related Cisco IP Telephony applications and products:

- *Installing Cisco CallManager on the Cisco Media Convergence Server*
- *Release Notes for Cisco CallManager Release 3.0*
- *Cisco CallManager v3.0 Remote Serviceability Users Guide*
- *Hardware Configuration Guide for the Cisco Voice Gateway 200*
- *Software Configuration Guide for the Cisco Voice Gateway 200*
- *Cisco IP Phone 7900 Family Administration Guide*

Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in boldface .
<i>italic font</i>	Arguments for which you supply values are in <i>italics</i> .
[]	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 <code>screen font</code> .
boldface screen font	Information you must enter is in boldface screen font .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .

Convention	Description
→	This pointer highlights an important line of text in an example.
^	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.

Notes use the following conventions:


Note

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

Timesavers use the following conventions:


Timesaver

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

Tips use the following conventions:


Tips

Means *the information contains useful tips*.

Cautions use the following conventions:


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.

Cisco Connection Online

Cisco Connection Online (CCO) is Cisco Systems' primary, real-time support channel. Maintenance customers and partners can self-register on CCO to obtain additional information and services.

Available 24 hours a day, 7 days a week, CCO provides a wealth of standard and value-added services to Cisco's customers and business partners. CCO services include product information, product documentation, software updates, release notes, technical tips, the Bug Navigator, configuration notes, brochures, descriptions of service offerings, and download access to public and authorized files.

CCO serves a wide variety of users through two interfaces that are updated and enhanced simultaneously: a character-based version and a multimedia version that resides on the World Wide Web (WWW). The character-based CCO supports Zmodem, Kermit, Xmodem, FTP, and Internet e-mail, and it is excellent for quick access to information over lower bandwidths. The WWW version of CCO provides richly formatted documents with photographs, figures, graphics, and video, as well as hyperlinks to related information.

You can access CCO in the following ways:

- WWW: <http://www.cisco.com>
- WWW: <http://www-europe.cisco.com>
- WWW: <http://www-china.cisco.com>
- Telnet: cco.cisco.com
- Modem: From North America, 408 526-8070; from Europe, 33 1 64 46 40 82. Use the following terminal settings: VT100 emulation; databits: 8; parity: none; stop bits: 1; and connection rates up to 28.8 kbps.

For a copy of CCO's Frequently Asked Questions (FAQ), contact cco-help@cisco.com. For additional information, contact cco-team@cisco.com.

**Note**

If you are a network administrator and need personal technical assistance with a Cisco product that is under warranty or covered by a maintenance contract, contact Cisco's Technical Assistance Center (TAC) at 800 553-2447, 408 526-7209, or tac@cisco.com. To obtain general information about Cisco Systems, Cisco products, or upgrades, contact 800 553-6387, 408 526-7208, or cs-rep@cisco.com.

Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM, a member of the Cisco Connection Family, is updated monthly. Therefore, it might be more current than printed documentation. To order additional copies of the Documentation CD-ROM, contact your local sales representative or call customer service. The CD-ROM package is available as a single package or as an annual subscription. You can also access Cisco documentation on the World Wide Web at <http://www.cisco.com>, <http://www-china.cisco.com>, or <http://www-europe.cisco.com>.

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