



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 to 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 shown in the following table:

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, “Introduction”• Chapter 2, “Understanding Distributed Call Processing”• Chapter 3, “Understanding Redundancy”• Chapter 4, “Understanding Auto-Registration”• Chapter 5, “Understanding Call Admission Control”• Chapter 6, “Understanding Route Plans”• Chapter 7, “Understanding Device Support”• Chapter 8, “Understanding Cisco WebAttendant”• Chapter 9, “Understanding the LDAP Directory”• Chapter 10, “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 11, “Server” • Chapter 12, “Configuring Cisco CallManager” • Chapter 13, “Configuring Cisco CallManager Groups” • Chapter 14, “Configuring Date/Time Groups” • Chapter 15, “Setting Device Defaults” • Chapter 16, “Configuring Regions” • Chapter 17, “Configuring Device Pools” • Chapter 18, “Understanding Enterprise Parameters” • Chapter 19, “Configuring Locations” • Chapter 20, “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 21, “Configuring Partitions” • Chapter 22, “Configuring Calling Search Spaces” • Chapter 23, “Configuring Route Filters” • Chapter 24, “Configuring Route Groups” • Chapter 25, “Configuring Route Lists” • Chapter 26, “Configuring Route Patterns” • Chapter 27, “Configuring Translation Patterns” • Chapter 28, “Using the External Route Plan Wizard” • Chapter 29, “Using Route Plan Report”

Part	Description
Part 4	<p>“Service Configuration”</p> <p>Contains the following chapters, which explain how to configure services used in conjunction with Cisco CallManager:</p> <ul style="list-style-type: none"> • Chapter 30, “Cisco Messaging Interface” • Chapter 31, “Configuring Cisco TFTP” • Chapter 32, “Configuring Cisco WebAttendants” • Chapter 33, “Configuring Conference Bridges” • Chapter 34, “Configuring Media Termination Point” • Chapter 35, “Configuring Service Parameters” • Chapter 36, “Configuring Trace” • Chapter 37, “Configuring Transcoder” • Chapter 38, “Starting and Stopping Services Using the Control Center”
Part 5	<p>“Feature Configuration”</p> <p>Contains the following chapters, which explain how to configure user features:</p> <ul style="list-style-type: none"> • Chapter 39, “Configuring Call Park” • Chapter 40, “Configuring Call Pickup”
Part 6	<p>“Configuring Devices in Cisco CallManager”</p> <p>Contains the following chapters, which explain how to configure devices in Cisco CallManager:</p> <ul style="list-style-type: none"> • Chapter 42, “Configuring CTI Route Points” • Chapter 43, “Configuring Cisco uOne Voice Messaging” • Chapter 44, “Configuring a Gatekeeper” • Chapter 45, “Configuring Gateways” • Chapter 46, “Configuring Cisco IP Phones in Cisco CallManager” • Chapter 47, “Configuring Phone Button Templates”

Part	Description
Part 7	<p>“User Configuration”</p> <p>Contains the following chapters, which explain how to configure user and directory information:</p> <ul style="list-style-type: none"> • Chapter 48, “Adding a New User” • Chapter 49, “Searching the Global Directory”
Part 8	<p>“Appendices”</p> <p>Contains the following chapters, which include additional information related to Cisco CallManager and IP telephony:</p> <ul style="list-style-type: none"> • Appendix A, “Cisco TAPI Service Provider Installation and Configuration” • Appendix B, “Cisco JTAPI Installation and Configuration” • Appendix C, “Creating Custom Cisco IP Phone Rings”

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> .
→	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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