



# Preface

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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 data-bbox="508 613 753 639">“System Description”</p> <p data-bbox="508 659 1233 716">Contains the following chapters, which describe general topics related to the configuration and operation of Cisco CallManager:</p> <ul data-bbox="521 735 1184 1166" style="list-style-type: none"> <li data-bbox="521 735 841 761">• Chapter 1, “Introduction”</li> <li data-bbox="521 781 1184 807">• Chapter 2, “Understanding Distributed Call Processing”</li> <li data-bbox="521 826 1013 852">• Chapter 3, “Understanding Redundancy”</li> <li data-bbox="521 872 1076 898">• Chapter 4, “Understanding Auto-Registration”</li> <li data-bbox="521 917 1143 943">• Chapter 5, “Understanding Call Admission Control”</li> <li data-bbox="521 963 1009 989">• Chapter 6, “Understanding Route Plans”</li> <li data-bbox="521 1008 1049 1034">• Chapter 7, “Understanding Device Support”</li> <li data-bbox="521 1053 1107 1079">• Chapter 8, “Understanding Cisco WebAttendant”</li> <li data-bbox="521 1099 1103 1125">• Chapter 9, “Understanding the LDAP Directory”</li> <li data-bbox="521 1144 1103 1170">• Chapter 10, “Understanding Service Parameters”</li> </ul>

<b>Part</b>	<b>Description</b>
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"><li>• Chapter 11, “Server”</li><li>• Chapter 12, “Configuring Cisco CallManager”</li><li>• Chapter 13, “Configuring Cisco CallManager Groups”</li><li>• Chapter 14, “Configuring Date/Time Groups”</li><li>• Chapter 15, “Setting Device Defaults”</li><li>• Chapter 16, “Configuring Regions”</li><li>• Chapter 17, “Configuring Device Pools”</li><li>• Chapter 18, “Understanding Enterprise Parameters”</li><li>• Chapter 19, “Configuring Locations”</li><li>• Chapter 20, “Starting and Stopping Cisco CallManager”</li></ul>
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"><li>• Chapter 21, “Configuring Partitions”</li><li>• Chapter 22, “Configuring Calling Search Spaces”</li><li>• Chapter 23, “Configuring Route Filters”</li><li>• Chapter 24, “Configuring Route Groups”</li><li>• Chapter 25, “Configuring Route Lists”</li><li>• Chapter 26, “Configuring Route Patterns”</li><li>• Chapter 27, “Configuring Translation Patterns”</li><li>• Chapter 28, “Using the External Route Plan Wizard”</li><li>• Chapter 29, “Using Route Plan Report”</li></ul>

Part	Description
Part 4	<p data-bbox="508 240 780 267">“Service Configuration”</p> <p data-bbox="508 285 1231 345">Contains the following chapters, which explain how to configure services used in conjunction with Cisco CallManager:</p> <ul data-bbox="521 363 1166 776" style="list-style-type: none"> <li data-bbox="521 363 1013 391">• Chapter 30, “Cisco Messaging Interface”</li> <li data-bbox="521 407 995 435">• Chapter 31, “Configuring Cisco TFTP”</li> <li data-bbox="521 451 1103 479">• Chapter 32, “Configuring Cisco WebAttendants”</li> <li data-bbox="521 495 1083 522">• Chapter 33, “Configuring Conference Bridges”</li> <li data-bbox="521 539 1139 566">• Chapter 34, “Configuring Media Termination Point”</li> <li data-bbox="521 583 1072 610">• Chapter 35, “Configuring Service Parameters”</li> <li data-bbox="521 626 921 654">• Chapter 36, “Configuring Trace”</li> <li data-bbox="521 670 1005 698">• Chapter 37, “Transcoder Configuration”</li> <li data-bbox="521 714 1166 776">• Chapter 38, “Starting and Stopping Services Using the Control Center”</li> </ul>
Part 5	<p data-bbox="508 803 780 831">“Feature Configuration”</p> <p data-bbox="508 849 1231 909">Contains the following chapters, which explain how to configure user features:</p> <ul data-bbox="521 927 1013 995" style="list-style-type: none"> <li data-bbox="521 927 964 954">• Chapter 39, “Configuring Call Park”</li> <li data-bbox="521 971 1013 995">• Chapter 40, “Call Pickup Configuration”</li> </ul>
Part 6	<p data-bbox="508 1015 1013 1042">“Configuring Devices in Cisco CallManager”</p> <p data-bbox="508 1060 1231 1120">Contains the following chapters, which explain how to configure devices in Cisco CallManager:</p> <ul data-bbox="521 1138 1188 1417" style="list-style-type: none"> <li data-bbox="521 1138 1053 1166">• Chapter 42, “Configuring CTI Route Points”</li> <li data-bbox="521 1182 1188 1209">• Chapter 43, “Configuring Cisco uOne Voice Messaging”</li> <li data-bbox="521 1226 1005 1253">• Chapter 44, “Configuring a Gatekeeper”</li> <li data-bbox="521 1269 969 1297">• Chapter 45, “Configuring Gateways”</li> <li data-bbox="521 1313 1059 1373">• Chapter 46, “Configuring Cisco IP Phones in Cisco CallManager”</li> <li data-bbox="521 1390 1134 1417">• Chapter 47, “Configuring Phone Button Templates”</li> </ul>

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"><li>• Chapter 48, “Adding a New User”</li><li>• Chapter 49, “Searching the Global Directory”</li></ul>
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"><li>• Appendix A, “Cisco TAPI Service Provider Installation and Configuration”</li><li>• Appendix B, “Cisco JTAPI Installation and Configuration”</li><li>• Appendix C, “Creating Custom Cisco IP Phone Rings”</li></ul>

## 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
<b>boldface font</b>	Commands and keywords are in <b>boldface</b> .
<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> .
<b>boldface screen font</b>	Information you must enter is in <b>boldface screen font</b> .
<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**

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

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Tips use the following conventions:

**Tips**

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Means *the information contains useful tips*.

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Cautions use the following conventions:

**Caution**

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

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Warnings use the following conventions:

**Warning**

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**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.**

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## Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

## World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following sites:

- <http://www.cisco.com>
- <http://www-china.cisco.com>
- <http://www-europe.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 is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

## Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products Marketplace:  
[http://www.cisco.com/cgi-bin/order/order\\_root.pl](http://www.cisco.com/cgi-bin/order/order_root.pl)
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:  
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, in North America, by calling 800 553-NETS(6387).

## Documentation Feedback

If you are reading Cisco product documentation on the World Wide Web, you can submit technical comments electronically. Click **Feedback** in the toolbar and select **Documentation**. After you complete the form, click **Submit** to send it to Cisco.

You can e-mail your comments to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Attn Document Resource Connection  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-9883

We appreciate your comments.

## Obtaining Technical Assistance

Cisco provides [Cisco.com](http://Cisco.com) as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For [Cisco.com](http://Cisco.com) registered users, additional troubleshooting tools are available from the TAC website.

### Cisco.com

[Cisco.com](http://Cisco.com) is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

[Cisco.com](http://Cisco.com) provides a broad range of features and services to help customers and partners streamline business processes and improve productivity. Through [Cisco.com](http://Cisco.com), you can find information about Cisco and our networking solutions, services, and programs. In addition, you can resolve technical issues with online technical support, download and test software packages, and order Cisco learning materials and merchandise. Valuable online skill assessment, training, and certification programs are also available.

Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

To access Cisco.com, go to the following website:

<http://www.cisco.com>

## Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

### Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website:

<http://www.cisco.com/tac>

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website:

<http://www.cisco.com/register/>

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

<http://www.cisco.com/tac/caseopen>

## Contacting TAC by Telephone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.

