



# 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 to assist you in using Cisco CallManager. This book acts as a companion to the *Cisco CallManager System Guide* which provides conceptual information about the Cisco CallManager and its components as well as tips for setting up features using the Cisco CallManager Administration web pages.

# Audience

The *Cisco CallManager Administration Guide* provides information 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 | “Cisco CallManager”<br>Contains information about general topics related to the configuration and operation of Cisco CallManager. |
| Part 2 | “System Configuration”<br>Contains information on how to configure the system parameters used by Cisco CallManager.               |
| Part 3 | “Route Configuration”<br>Contains information on how to configure route plans in Cisco CallManager.                               |
| Part 4 | “Service Configuration”<br>Contains information on how to configure services used in conjunction with Cisco CallManager.          |
| Part 5 | “Feature Configuration”<br>Contains information on how to configure user features.  |
| Part 6 | “Device Configuration”<br>Contains information on how to configure devices in Cisco CallManager.                                  |
| Part 7 | “User Configuration”<br>Contains information on how to configure user and directory information.                                  |

| Part   | Description   |
|--------|---|
| Part 8 | “Application Configuration”<br>Contains information on how to configure plugin applications and application interfaces. |
| Part 9 | “Appendix”<br>Contains information on how to configure Personal Directory.  |

## Related Documentation

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

- *Installing Cisco CallManager Release 3.1*
- *Release Notes for Cisco CallManager Release 3.1*
- *Cisco CallManager System Guide*
- *Cisco CallManager Serviceability Administration Guide*
- *Cisco IP Phone Administration Guide for Cisco CallManager*
- *Bulk Administration Tool Guide for Cisco CallManager*

## Conventions

This document uses the following conventions:

| Convention           | Description   |
|----------------------|---|
| <b>boldface</b> font | Commands and keywords are in <b>boldface</b> .  |
| <i>italic</i> font   | 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. |

| Convention                  | Description  |
|-----------------------------|--|
| 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

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**

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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 explain how to obtain documentation from Cisco Systems.

### World Wide Web

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

<http://www.cisco.com>

Translated documentation is available at the following URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

### Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped 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, elsewhere in North America, by calling 800 553-NETS (6387).

## Documentation Feedback

If you are reading Cisco product documentation on Cisco.com, you can submit technical comments electronically. Click **Leave Feedback** at the bottom of the Cisco Documentation home page. After you complete the form, print it out and fax it to Cisco at 408 527-0730.

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:

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

We appreciate your comments.

# Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

## Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you to

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to the following URL:

<http://www.cisco.com>

## Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

## Cisco TAC Web Site

The Cisco TAC Web Site allows you to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to the following URL:

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

All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to the following URL to register:

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

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

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

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

## Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; these classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following URL:

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

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled; for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). In addition, please have available your service agreement number and your product serial number.

