



A

AAR

MLPP interaction [11-29](#)

access control

MLPP numbering plan

example (figure) [11-20](#)

explained [11-19](#)

precedence patterns

example (figure) [11-20](#)

explained [11-19](#)

alternate party diversion (APD)

example (figure) [11-8](#)

explained [11-7](#)

announcements

blocked precedence [11-18](#)

blocked precedence (figure) [11-18](#)

busy station [11-18](#)

MLPP [11-16](#)

unauthorized precedence [11-16](#)

unauthorized precedence (figure) [11-17](#)

application dial rules

configuring for WebDialer [13-11](#)

audio sources

creating for MOH [5-13](#)

for MOH [5-12](#)

managing for MOH [5-14](#)

MOH CD-ROM [5-12](#)

multicast [5-14](#)

unicast [5-14](#)

automated alternate routing (AAR)

MLPP interaction [11-29](#)

B

bandwidth

insufficient with AAR for MLPP [11-29](#)

barge

activating with built-in conference
bridge [7-10](#)

configuration checklist (table) [7-12](#)

installing and activating [7-10](#)

interactions and restrictions [7-8](#)

more information [7-15](#)

overview [7-1](#)

service parameters [7-15](#)

softkey [7-4](#)

system requirements [7-7](#)

troubleshooting [A-35](#)

built-in conference bridge

barge [7-10](#)

C

call forward

MLPP interaction [11-26](#)

calling search spaces

Cisco IP Manager Assistant (IPMA)

configuration tips [2-24](#)

call park

adding a number [8-13](#)

configuration checklist (table) [8-9](#)

configuration settings (table) [8-15](#)

configuring [8-8](#)

deleting a number [8-14](#)

example with MOH [5-7](#)

finding a number [8-10](#)

installing and activating [8-8](#)

interactions [8-5](#)

introduction [8-2](#)

more information [8-17](#)

overview [8-1](#)

restrictions [8-7](#)

setting service parameters [8-10](#)

system requirements [8-5](#)

troubleshooting [8-17](#)

updating a number [8-13](#)

usage example [8-2](#)

call preservation

with MLPP [11-28](#)

call transfer

MLPP interaction [11-27](#)

call waiting

MLPP interaction [11-28](#)

cBarge

activating with shared conference
bridge [7-11](#)

softkey [7-6](#)

CDR

recording for precedence calls [11-25](#)

channel nonpreemptable [11-12](#)

Cisco Call Back

Cisco Extended Functions service [4-5](#)

configuration checklist [4-11](#)

configuring [4-11](#)

description [4-2](#)

installing [4-10](#)

interactions and restrictions [4-9](#)

overview [4-1](#)

setting service parameters [4-14](#)

softkey template [4-12](#)

system requirements [4-8](#)

Cisco CallManager

configuring for Cisco CallManager
AutoAttendant [6-8](#)

MOH servers [5-9](#)

Cisco CallManager AA

troubleshooting [A-28](#)

- Cisco CallManager AutoAttendant [6-8, 6-12, 6-23, 6-25](#)
 - adding CTI ports [6-9](#)
 - adding CTI route points [6-8](#)
 - adding to Cisco CRA [6-20](#)
 - components [6-4](#)
 - configuring directory server settings [6-12](#)
 - customizing [6-22](#)
 - description [6-1](#)
 - installation requirements [6-5](#)
 - installing [6-5](#)
 - managing [6-27](#)
 - modifying instance [6-22](#)
 - overview [6-3](#)
 - reinstalling [6-6](#)
 - script [6-3](#)
 - understanding [6-2](#)
 - upgrading [6-6](#)
 - uploading spoken name [6-26](#)
- Cisco CallManager Extension Mobility
 - adding [1-22](#)
 - configuration checklist [1-20](#)
 - configuration checklist (table) [1-20](#)
 - configuration example [1-19, 1-20](#)
 - configuring [1-18](#)
 - description [1-4](#)
 - device profiles [1-2](#)
 - error clearing [A-4](#)
 - general problems, clearing [A-2](#)
 - illustrated (figure) [1-5](#)
 - installing [1-15](#)
 - login call flow [1-9](#)
 - logout call flow [1-10](#)
 - overview [1-1](#)
 - subscribing [1-34](#)
 - system requirements [1-11](#)
 - troubleshooting [A-1](#)
 - upgrading [1-15](#)
 - user device profile, associating [1-32](#)
 - using [1-36](#)
- Cisco CRA
 - viewing trace settings [6-27](#)
- Cisco CRA Engine
 - adding Cisco CallManager AutoAttendant [6-20](#)
 - adding CTI port group [6-17](#)
 - configuring for Cisco CallManager AutoAttendant [6-12](#)
 - configuring JTAPI subsystem [6-16](#)
 - starting and stopping [6-27](#)
- Cisco Customer Response Platform
 - components [6-4](#)
- Cisco IP Manager Assistant
 - troubleshooting [A-7](#)
- Cisco IP Manager Assistant (IPMA)
 - architecture overview [2-2, 3-2](#)
 - assistant interfaces [2-7, 3-7](#)
 - bulk administration tool [1-13, 2-10, 3-10](#)
 - calling search space and partitions
 - configuration tips [2-24](#)

- Cisco IP Phone interface [2-6, 3-6](#)
 - Cisco IP Phone Services, configuration tips [2-30](#)
 - configuration checklist for proxy line support (table) [2-15](#)
 - configuration checklist with shared line support (table) [3-14](#)
 - configuration wizard for proxy line [2-20](#)
 - configuring assistant proxy and incoming intercom lines [2-42](#)
 - configuring manager and assigning assistant for proxy line [2-37](#)
 - configuring manager and assigning assistant for shared line [3-24](#)
 - configuring manager primary and incoming intercom lines [2-37, 3-24](#)
 - configuring shared and incoming intercom lines for assistant [3-28](#)
 - database and directory access architecture
 - understanding [2-6, 3-6](#)
 - deleting [2-40, 2-44, 3-26, 3-30](#)
 - desktop interface [2-5, 3-5](#)
 - dial rules configuration [2-47, 3-33](#)
 - extension mobility [2-11, 3-10](#)
 - installing and activating [2-14, 3-13](#)
 - installing the assistant console application [2-50, 3-36](#)
 - LDAP configuration settings (table) [2-48, 3-34](#)
 - manager and assistant phone configuration [2-31, 3-20](#)
 - manager assistant administration interface [2-8, 3-8](#)
 - manager interfaces [2-7, 3-6](#)
 - more information [2-52, 3-38](#)
 - Multilevel Precedence and Preemption (MLPP) [3-12](#)
 - phones
 - configuration tips [2-36, 3-23](#)
 - providing information to managers and assistants [3-35](#)
 - reporting tools [2-11, 3-10](#)
 - restrictions [2-13, 3-12](#)
 - route point
 - configuration tips [2-26](#)
 - setting service parameters [2-27, 3-18](#)
 - softkeys [2-8, 3-7](#)
 - starting the Cisco IPMA service [2-30, 3-20](#)
 - system configuration with proxy line [2-19](#)
 - system requirements [2-9, 3-8](#)
 - translation pattern
 - configuration tips [2-26](#)
 - understanding [2-3, 3-3](#)
 - updating [2-40, 2-45, 3-27, 3-31](#)
- Cisco IP Phone Services
- Cisco IP Manager Assistant (IPMA)
 - configuration tips [2-30](#)
 - Cisco WebDialer [13-1](#)
- common network facility preemption
- example (figure) [11-14](#)
 - example with retry timer Trr (figure) [11-15](#)
 - explained [11-13](#)

computer management (device driver) window
(figure) [5-24](#)

configuring Cisco CallManager [6-8](#)

configuring Cisco CRA Engine [6-12](#)

configuring welcome prompt [6-25](#)

CTI ports

adding for Cisco CallManager
AutoAttendant [6-9](#)

adding to Cisco CRA [6-17](#)

CTI route points

adding for Cisco CallManager
AutoAttendant [6-8](#)

Cisco IP Manager Assistant (IPMA)
configuration tips [2-26](#)

custom phone rings

creating [12-4](#)

more information [12-4](#)

overview [12-1](#)

PCM file requirements [12-3](#)

D

database

scalability [5-10](#)

device profiles

and Cisco CallManager Extension
Mobility [1-2](#)

devices

driver states, checking [5-23](#)

directory server settings, Cisco CallManager
AutoAttendant [6-12](#)

domain

identifier for MLPP [11-5](#)

E

enterprise parameters

MLPP [11-34](#)

error

Cisco CallManager Extension Mobility [A-4](#)

F

features

barge [7-1](#)

call park [8-1](#)

Cisco IP Manager Assistant (IPMA)

assistant interfaces [2-7, 3-7](#)

bulk administration tool [1-13, 2-10, 3-10](#)

calling search space and partitions [2-24](#)

Cisco IP Phone interface [2-6, 3-6](#)

Cisco IP Phone Services [2-30](#)

configuration checklist for proxy line
support (table) [2-15](#)

configuration checklist with shared line
support (table) [3-14](#)

desktop interface [2-5, 3-5](#)

extension mobility [2-11, 3-10](#)

manager assistant administration
interface [2-8, 3-8](#)

manager interfaces [2-7, 3-6](#)

Multilevel Precedence and Preemption (MLLP) [3-12](#)

phones [2-36, 3-23](#)

reporting tools [2-11, 3-10](#)

route point [2-26](#)

softkeys [2-8, 3-7](#)

translation pattern [2-26](#)

understanding [2-3, 3-3](#)

understanding architecture [2-2, 3-2](#)

understanding database and directory access architecture [2-6, 3-6](#)

immediate divert [9-1](#)

Malicious Call ID (MCID) [10-1](#)

Multilevel Precedence and Preemption (MLPP)

using with Cisco IPMA [3-12](#)

privacy [7-1](#)

WebDialer [13-1](#)

file format

RingList.xml [12-2](#)

I

immediate divert

configuration checklist (table) [9-11](#)

installing and activating [9-10](#)

interactions [9-8](#)

more information [9-12](#)

overview [9-1](#)

restrictions [9-9](#)

setting service parameters [9-12](#)

system requirements [9-2](#)

troubleshooting [A-35](#)

using [9-3, 9-5](#)

indication enabled [11-6](#)

insufficient bandwidth

AAR for MLPP [11-29](#)

J

JTAPI subsystem, configuring [6-16](#)

L

LDAP

for Cisco IPMA configuration settings (table) [3-34](#)

lines

interaction with MLPP [11-26](#)

login call flow

Cisco CallManager Extension Mobility [1-9](#)

logout call flow

Cisco CallManager Extension Mobility [1-10](#)

M

malicious call ID

adding a softkey template [10-9](#)

configuration checklist (table) [10-6](#)

- configuring alarms [10-8](#)
 - explained
 - giving MCID to users [10-10](#)
 - installing [10-6](#)
 - interactions [10-3](#)
 - more information [10-12](#)
 - overview [10-1](#)
 - removing MCID feature [10-11](#)
 - restrictions [10-5](#)
 - services [10-1](#)
 - setting service parameters [10-8](#)
 - system requirements [10-3](#)
 - troubleshooting [10-12](#)
 - using feature with Cisco CallManager [10-2](#)
 - feature code [10-2](#)
- Malicious Call Identification (MCID), see malicious call ID
- MCGP
 - and MLPP [11-29](#)
- MLPP
 - activating [11-31](#)
 - announcements
 - blocked precedence [11-18](#)
 - blocked precedence (figure) [11-18](#)
 - busy station [11-18](#)
 - explained [11-16](#)
 - unauthorized precedence [11-16](#)
 - unauthorized precedence (figure) [11-17](#)
 - automated alternate routing (AAR) [11-29](#)
 - call forward [11-26](#)
 - call preservation [11-28](#)
 - call transfer [11-27](#)
 - call waiting [11-28](#)
 - CDR recording [11-25](#)
 - configuration checklist (table) [11-32](#)
 - configuring [11-31](#)
 - described [11-1](#)
 - domain [11-5](#)
 - enterprise parameters [11-34](#)
 - hierarchical configuration [11-24](#)
 - indication [11-6](#)
 - installing [11-31](#)
 - interactions [11-30](#)
 - introducing [11-2](#)
 - line feature interaction [11-26](#)
 - MGCP [11-29](#)
 - more information [11-35](#)
 - numbering plan
 - example (figure) [11-20](#)
 - explained [11-19](#)
 - precedence
 - alternate party diversion (APD) [11-7](#)
 - alternate party diversion example (figure) [11-8](#)
 - call setup [11-7](#)
 - explained [11-3](#)
 - patterns [11-6](#)
 - precedence level (table) [11-4](#)
 - precedence patterns
 - example (figure) [11-20](#)

- explained [11-19](#)
- preemption
 - common network facility [11-13](#)
 - common network facility example (figure) [11-14](#)
 - common network facility example with retry timer Trr (figure) [11-15](#)
 - details [11-10](#)
 - enabled [11-9](#)
 - explained [11-5](#)
 - receiving [11-9](#)
 - user access [11-10](#)
 - user access channel nonpreemptable [11-12](#)
 - user access example (figure) [11-11](#)
- PRI [11-29](#)
- restrictions [11-30](#)
- service parameter [11-25](#)
- shared lines [11-27](#)
- terminology [11-3](#)
- trunk selection
 - example (figure) [11-23](#)
 - explained [11-21](#)
- modifying prompts [6-23](#)
- MOH
 - audio sources
 - adding [5-26](#)
 - configuration settings (table) [5-31](#)
 - configuring [5-25](#)
 - copying [5-28](#)
 - deleting [5-29](#)
 - explained [5-12](#)
 - updating [5-27](#)
 - call park example [5-7](#)
 - CD-ROM [5-12](#)
 - characteristics [5-4](#)
 - configuration checklist (table) [5-19](#)
 - configuring [5-25, 5-37](#)
 - creating audio sources [5-13](#)
 - database scalability [5-10](#)
 - definitions [5-2](#)
 - described [5-1](#)
 - failover and fallback [5-18](#)
 - features
 - database requirements [5-9](#)
 - database scalability [5-10](#)
 - manageability [5-10](#)
 - MOH servers [5-7](#)
 - server manageability [5-9](#)
 - server redundancy [5-9](#)
 - server scalability [5-8](#)
 - fixed audio source
 - configuration settings (table) [5-34](#)
 - described [5-33](#)
 - functionality [5-5](#)
 - list of topics [5-1](#)
 - managing audio sources [5-14](#)
 - monitoring performance
 - computer management (device driver) window (figure) [5-24](#)
 - device driver states [5-23](#)

- overview (table) [5-20](#)
- service states [5-22](#)
- more information [5-50](#)
- requirements and limits [5-17](#)
- server configuration settings (table) [5-46](#)
- servers
 - adding [5-40](#)
 - characteristics [5-7](#)
 - copying [5-42](#)
 - database requirements [5-9](#)
 - deleting [5-43](#)
 - explained [5-11](#)
 - finding [5-38](#)
 - manageability [5-9](#)
 - perfmon counters [5-21](#)
 - redundancy [5-9](#)
 - resetting [5-45](#)
 - scalability [5-8](#)
 - updating [5-41](#)
- supported features [5-7](#)
- transfer hold example [5-7](#)
- understanding [5-2](#)
- user hold example [5-7](#)
- multicast
 - audio sources for MOH [5-14](#)
 - configuration checklist (table) [5-16](#)
 - explained [5-14](#)
- multilevel precedence and preemption
 - activating [11-31](#)
 - announcements
 - blocked precedence [11-18](#)
 - blocked precedence (figure) [11-18](#)
 - busy station [11-18](#)
 - explained [11-16](#)
 - unauthorized precedence [11-16](#)
 - unauthorized precedence (figure) [11-17](#)
 - automated alternate routing (AAR) [11-29](#)
 - call forward [11-26](#)
 - call preservation [11-28](#)
 - call transfer [11-27](#)
 - call waiting [11-28](#)
 - CDR recording [11-25](#)
 - configuration checklist (table) [11-32](#)
 - configuring [11-31](#)
 - described [11-1](#)
 - domain [11-5](#)
 - enterprise parameters [11-34](#)
 - hierarchical configuration [11-24](#)
 - indication [11-6](#)
 - installing [11-31](#)
 - interactions [11-30](#)
 - introducing [11-2](#)
 - line feature interaction [11-26](#)
 - MGCP [11-29](#)
 - more information [11-35](#)
 - numbering plan
 - example (figure) [11-20](#)
 - explained [11-19](#)

- precedence
 - alternate party diversion (APD) [11-7](#)
 - alternate party diversion example (figure) [11-8](#)
 - call setup [11-7](#)
 - explained [11-3](#)
 - patterns [11-6](#)
- precedence level (table) [11-4](#)
- precedence patterns
 - example (figure) [11-20](#)
 - explained [11-19](#)
- preemption
 - common network facility [11-13](#)
 - common network facility example (figure) [11-14](#)
 - common network facility example with retry timer Trr (figure) [11-15](#)
 - details [11-10](#)
 - enabled [11-9](#)
 - explained [11-5](#)
 - receiving [11-9](#)
 - user access [11-10](#)
 - user access channel nonpreemptable [11-12](#)
 - user access example (figure) [11-11](#)
- restrictions [11-30](#)
- service parameter [11-25](#)
- shared lines [11-27](#)
- terminology [11-3](#)
- trunk selection
 - example (figure) [11-23](#)
 - explained [11-21](#)
- music on hold (MOH) [5-25, 5-37](#)
 - audio sources [5-12](#)
 - call park example [5-7](#)
 - CD-ROM [5-12](#)
 - characteristics [5-4](#)
 - configuration checklist (table) [5-19](#)
 - creating audio sources [5-13](#)
 - definitions [5-2](#)
 - described [5-1](#)
 - failover and fallback [5-18](#)
 - functionality [5-5](#)
 - list of topics [5-1](#)
 - managing audio sources [5-14](#)
 - monitoring performance
 - computer management (device driver) window (figure) [5-24](#)
 - device driver states [5-23](#)
 - overview (table) [5-20](#)
 - service states [5-22](#)
 - more information [5-50](#)
 - requirements and limits [5-17](#)
 - servers
 - characteristics [5-7](#)
 - database requirements [5-9](#)
 - explained [5-11](#)
 - manageability [5-9](#)
 - perfmon counters [5-21](#)
 - redundancy [5-9](#)
 - scalability [5-8](#)

supported features [5-7](#)
 transfer hold example [5-7](#)
 understanding [5-2](#)
 user hold example [5-7](#)

N

nonpreemptable user access channel [11-12](#)
 numbering plan
 MLPP (figure) [11-20](#)
 MLPP access control [11-19](#)

P

parameters, service
 CDR [10-8](#)
 PCM file requirements
 for custom ring types [12-3](#)
 perfmon counters
 counter descriptions (table) [5-22](#)
 using to view MOH servers [5-21](#)
 phones
 custom rings
 creating [12-1, 12-4](#)
 overview [12-1](#)
 PCM file requirements [12-3](#)
 precedence
 alternate party diversion (APD)
 example (figure) [11-8](#)
 explained [11-7](#)
 blocked [11-18](#)
 blocked (figure) [11-18](#)
 busy station [11-18](#)
 call setup [11-7](#)
 CDR recording [11-25](#)
 explained [11-3](#)
 level (table) [11-4](#)
 patterns
 access control [11-19](#)
 MLPP (figure) [11-20](#)
 setup [11-6](#)
 unauthorized [11-16](#)
 unauthorized (figure) [11-17](#)
 preemption
 common network facility [11-13](#)
 common network facility example
 (figure) [11-14](#)
 common network facility example with retry
 timer Trr (figure) [11-15](#)
 details [11-10](#)
 enabled [11-9](#)
 explained [11-5](#)
 receiving [11-9](#)
 user access [11-10](#)
 user access channel nonpreemptable [11-12](#)
 user access example (figure) [11-11](#)
 PRI
 and MLPP [11-29](#)
 privacy

- activating [7-11](#)
- configuration checklist (table) [7-14](#)
- installing and activating [7-10](#)
- interactions and restrictions [7-8](#)
- more information [7-15](#)
- overview [7-1](#)
- service parameters [7-15](#)
- system requirements [7-7](#)
- prompts, Cisco CallManager
 - AutoAttendant [6-23](#)
- proxy user
 - creating for WebDialer [13-11](#)

R

- recording welcome prompt [6-23](#)
- redirector servlet
 - configuring [13-10](#)
- redundancy
 - MOH servers [5-9](#)
 - WebDialer [13-4](#)
- requirements
 - Cisco Call Back [4-8](#)
 - Cisco CallManager Extension Mobility [1-11](#)
- retry timer Trr example (figure) [11-15](#)
- RingList.xml file format [12-2](#)

S

- service parameters
 - barge [7-15](#)
 - CDR [10-8](#)
 - MLPP [11-25](#)
 - privacy [7-15](#)
 - WebDialer [13-9](#)
- services
 - Cisco CallManager Extension Mobility [1-15](#)
 - Cisco CallManager Extension Mobility, adding [1-22](#)
- shared conference bridge
 - cBarge [7-11](#)
- shared lines
 - MLPP interaction [11-27](#)
- softkey
 - barge [7-4](#)
 - cBarge [7-6](#)
- softkey templates
 - MCID [10-9](#)
- spoken name, uploading [6-26](#)

T

- templates, softkey
 - MCID [10-9](#)
- trace settings
 - WebDialer [13-13](#)
- transfer hold, example with MOH [5-7](#)

translation patterns

- Cisco IP Manager Assistant (IPMA),
configuration tips [2-26](#)

troubleshooting

- barge [A-35](#)

- Cisco CallManager AA [A-28](#)

- Cisco CallManager Extension Mobility [A-1](#),
[A-4](#)

- Cisco IP Manager Assistant [A-7](#)

- immediate divert [A-35](#)

- WebDialer [A-37](#)

- Trr retry timer preemption example
(figure) [11-15](#)

trunks

- selection for MLPP

- example (figure) [11-23](#)

- explained [11-21](#)

- configuring Webdialer servlet [13-8](#)

- creating a proxy user [13-11](#)

- installing and activating [13-6](#)

- interactions and restrictions [13-5](#)

- more information [13-14](#)

- overview [13-1](#)

- redirector servlet [13-2](#)

- redundancy [13-4](#)

- service parameters [13-9](#)

- servlet [13-2](#)

- system requirements [13-5](#)

- trace settings [13-13](#)

- troubleshooting [A-37](#)

- upgrading [13-7](#)

- WebDialer servlet

- configuring [13-8](#)

U

unicast

- audio sources for MOH [5-14](#)

- explained [5-14](#)

- user hold, example with MOH [5-7](#)

W

WebDialer

- configuration checklist (table) [13-8](#)

- configuring application dial rules [13-11](#)

