



Cisco CallManager Documentation Guide for Release 3.1(4a)

Product Documentation Set

Cisco CallManager ships with a small set of hard-copy documentation. The hard-copy, in-box documentation provides information for installation and initial configuration. [Table 1](#) lists the documentation that ships with your Cisco CallManager system. You can access the URLs listed for each document at www.cisco.com on the World Wide Web.

Table 1 Documentation Shipped with Product

Document Title and Description	URL
<i>Installing Cisco CallManager Release 3.1(4a)</i> This document describes how to install and configure Cisco CallManager Release 3.1 on the Cisco IP Telephony Applications server via CD-ROM.	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/install/cm314ins.htm
<i>Quick Start Guide for Cisco CallManager Release 3.1</i> This guide provides a road map for installing Cisco CallManager, installing and auto-registering Cisco IP Phones, and testing the phone-to-phone connection.	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/qs_31.htm
<i>Software License Agreement</i> The Software License Agreement provides a legally binding end user license agreement between Cisco CallManager customers and Cisco Systems, Inc.	You cannot access this document online.



Corporate Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

Copyright © 2002. Cisco Systems, Inc. All rights reserved.

Related Product Documentation

Table 2 lists additional documentation available on the World Wide Web, at www.cisco.com, and in hard-copy format.

Table 2 *Related Documentation*

Document Title and Description	URL	Part Number
<p><i>Cisco CallManager Administration Guide</i></p> <p>The Cisco CallManager Administration Guide provides step-by-step instructions for configuring, maintaining, and administering the Cisco CallManager voice over IP network.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/sys_ad/3_1_2/ccmcf/index.htm</p>	<p>Online only Table 2</p>
<p><i>Cisco CallManager System Guide</i></p> <p>The Cisco CallManager System Guide provides descriptions of the Cisco CallManager system and its components, configuration checklists, and links to associated <i>Cisco CallManager Administration Guide</i> procedures.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/sys_ad/3_1_2/ccmsys/index.htm</p>	<p>Online only</p>
<p><i>Bulk Administration Tool User Guide, Release 4.2(1)</i></p> <p>This document provides step-by-step instructions for adding, updating, or deleting large numbers users, devices, and ports on specific devices.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/admin/bulk_adm/index.htm</p>	<p>Online only</p>
<p><i>Cisco CallManager Serviceability Administration Guide</i></p> <p>This document describes how to configure alarms, traces, and other reporting for Cisco CallManager serviceability and remote serviceability.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/service/ccm_serv/ccmsrv/index.htm</p>	<p>78-12702-01</p>
<p><i>Cisco CallManager Attendant Console Installation and Administration Guide, Release 1.1(1)</i></p> <p>This document, intended for the system administrator, provides a configuration checklist, examples, and step-by-step instructions for installing and configuring the Cisco CallManager Attendant Console.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/attendnt/call_att/index.htm</p>	<p>Online only</p>
<p><i>Cisco CallManager Attendant Console User Guide, Release 1.1(1)</i></p> <p>This document provides reference and procedural information for users who are operating the Cisco CallManager Attendant Console. Release 1.1(1) provides localized versions of the <i>Cisco CallManager Attendant Console User Guide</i> in 10 languages.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/attendnt/call_att/index.htm</p>	<p>Online only</p>

Table 2 *Related Documentation*

Document Title and Description	URL	Part Number
<p><i>Cisco WebAttendant User Guide, Release 3.1</i></p> <p>This document provides reference and procedural information for using Cisco WebAttendant.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/att_cons/use_3_1/index.htm	78-13299-01
<p><i>Release Notes for Cisco CallManager Release 3.1(4a)</i></p> <p>This document lists and describes the system requirements, new features, changed information, documentation updates, and open caveats for Cisco CallManager release 3.1(4a).</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/rel_note/314acmrn.htm	Online only
<p><i>Upgrading Cisco CallManager Release 3.1(4a)</i></p> <p>This document describes how to upgrade your Cisco IP Telephony Applications Server via the web or CD-ROM.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/install/upgra314.htm	Online only
<p><i>Backing Up and Restoring Cisco CallManager, Release 3.1</i></p> <p>This document describes how to back up Cisco CallManager data and restore the Cisco IP Telephony Applications Server and Cisco CallManager data.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/install/b_r311.htm	78-13307-01
<p><i>Installing and Configuring the Cisco Customer Directory Configuration Plugin</i></p> <p>This document describes how to install and configure Microsoft Active Directory Server or Netscape Directory Server on the Cisco CallManager server.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/install/index.htm	Online only
<p><i>Personal Directory Configuration Guide</i></p> <p>This document describes how to install, configure, and use the Cisco IP Phone Address Book Synchronizer and the Personal Directory services: Personal Address Book and Personal Fast Dials.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/serv_fea/config/index.htm	Online only
<p><i>Troubleshooting Guide for Cisco CallManager</i></p> <p>This document describes common troubleshooting procedures associated with Cisco CallManager administrative tasks.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/trouble/index.htm	Online only

Table 2 *Related Documentation*

Document Title and Description	URL	Part Number
<p><i>Cisco IP Telephony BIOS and Operating System Version Roadmap</i></p> <p>This document lists the latest operating system and BIOS upgrades for Cisco CallManager, Cisco Conference Connection, Personal Assistant, and Customer Response Applications.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/osbios.htm</p>	Online only
<p><i>Cisco CallManager Compatibility Matrix</i></p> <p>This document lists Cisco CallManager releases and upgrade paths and provides detailed information about compatible releases and loads for devices, applications, application programming interfaces, features, and services.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/ccmcomp.htm</p>	Online only

Ordering Documentation

The way you place an order depends on whether you are a Cisco.com user.

Registered Cisco.com Users

If you are a registered Cisco.com user (Cisco direct customer, you can order documentation as follows:

- Printed copies of Cisco product documentation are available from the Networking Products MarketPlace at the following URL:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Part numbers for spare documentation are available from your local account representative or by selecting the documentation product family after choosing a Price List at:
<http://www.cisco.com/cgi-bin/front.x/pricing>
- The Documentation CD-ROM (product number DOC-CONDOCCD=) is available through the online Subscription Store at the following URL:
http://www.cisco.com/cgi-bin/order/order_root.pl

Nonregistered Cisco.com Users

If you are not a registered Cisco.com user, you can order printed copies of Cisco product documentation through a local account representative by calling Cisco Worldwide Sales at 800 553-NETS(6387).

Additional Information

If you ordered printed documentation with your product order it is shipped separately from your product order.

Documentation CD-ROM

Your product shipped with a Cisco Documentation CD-ROM, which is updated monthly and may be more current than the printed documentation. You can sign up to receive the monthly Documentation CD-ROM (product number DOC-CONDOCCD=) at the following URL:

- http://www.cisco.com/cgi-bin/order/order_root.pl

World Wide Web

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

- <http://www.cisco.com>
- <http://www-china.cisco.com>
- <http://www-europe.cisco.com>

Copyright © 2002 Cisco Systems, Inc. All rights reserved. Cisco, Cisco IOS, Cisco Systems, and the Cisco Systems logo are registered trademarks of Cisco Systems, Inc. or its affiliates in the U.S. and certain other countries. All other brands, names, or trademarks mentioned in this document or Web site are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0201R)

