



# Cisco CallManager Documentation Guide for Release 3.1(4a)

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## 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](http://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.	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/install/cm314ins.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/install/cm314ins.htm</a>
<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.	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/qs_31.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/qs_31.htm</a>
<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.



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

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# Related Product Documentation

Table 2 lists additional documentation available on the World Wide Web, at [www.cisco.com](http://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><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/sys_ad/3_1_2/ccmcf/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/sys_ad/3_1_2/ccmcf/index.htm</a></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><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/sys_ad/3_1_2/ccmsys/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/sys_ad/3_1_2/ccmsys/index.htm</a></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><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/admin/bulk_adm/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/admin/bulk_adm/index.htm</a></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><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/service/ccm_serv/ccmsrv/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/service/ccm_serv/ccmsrv/index.htm</a></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><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/attendnt/call_att/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/attendnt/call_att/index.htm</a></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><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/attendnt/call_att/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/attendnt/call_att/index.htm</a></p>	<p>Online only</p>

**Table 2** *Related Documentation*

<b>Document Title and Description</b>	<b>URL</b>	<b>Part Number</b>
<p><i>Cisco WebAttendant User Guide, Release 3.1</i></p> <p>This document provides reference and procedural information for using Cisco WebAttendant.</p>	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/att_cons/use_3_1/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/att_cons/use_3_1/index.htm</a>	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>	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/rel_note/314acmrn.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/rel_note/314acmrn.htm</a>	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>	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/install/upgra314.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/install/upgra314.htm</a>	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>	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/install/b_r311.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/install/b_r311.htm</a>	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>	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/install/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/install/index.htm</a>	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>	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/serv_fea/config/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/serv_fea/config/index.htm</a>	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>	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/trouble/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/trouble/index.htm</a>	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><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/osbios.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/osbios.htm</a></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><a href="http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr1.pdf">http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr1.pdf</a></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](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](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](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>

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