



INDEX

A

AAR

See automated alternate routing (AAR)

access, restricting with partitions [6-21](#)

access control

MLPP numbering plan

example (figure) [35-25](#)

explained [35-25](#)

precedence patterns

example (figure) [35-25](#)

explained [35-25](#)

access lists

configuration [14-36](#)

configuration settings (table) [14-36](#)

member details configuration settings (table) [14-38](#)

ad hoc conference

interactions with logical partitioning [32-27](#)

adjunct licensing [30-9](#)

agent call

barging or monitoring [34-12](#)

alert, call pickup [6-21](#)

alternate party diversion (APD)

example (figure) [35-14](#)

explained [35-13](#)

announcements

blocked precedence [35-23](#)

blocked precedence (figure) [35-23](#)

busy station [35-24](#)

MLPP [35-21](#)

unauthorized precedence [35-22](#)

unauthorized precedence (figure) [35-23](#)

annunciator

IPv6 [29-17](#)

application dial rules

configuring for Web Dialer [17-11](#)

application users

configuring for Web Dialer [17-9](#)

assisted directed call park [5-29](#)

audio sources

configuring [36-18](#)

creating for MOH [36-12](#)

for MOH [36-12](#)

managing for MOH [36-13](#)

multicast [36-13](#)

storing for MOH [36-12](#)

unicast [36-13](#)

auto call pickup

described [6-17](#)

interactions with Cisco Unified Mobility [14-28](#)

automated alternate routing (AAR)

MLPP interaction [35-32](#)

B

bandwidth

insufficient with AAR for MLPP [35-32](#)

Barge

interactions with logical partitioning [32-34](#)

barge

activating with built-in conference bridge [1-16](#)

built-in and shared conference bridge differences (table) [1-6](#)

configuration checklist (table) [1-2](#)

configuring [1-17](#)

described [1-6](#)

- installing and activating [1-16](#)
 - interactions and restrictions [1-12](#)
 - intercom usage [28-6](#)
 - overview [1-1](#)
 - party entrance tone [1-9](#)
 - PLAR support [1-13](#)
 - related topics [1-17](#)
 - service parameters [1-17](#)
 - softkey [1-8](#)
 - system requirements [1-11](#)
 - BIB call information and call display [34-58](#)
 - BLF
 - configuring for directed call park [5-27](#)
 - directed call park configuration settings [5-27](#)
 - BLF/SpeedDial
 - buttons [37-20](#)
 - configuration settings (table) [5-27, 37-21](#)
 - configuring [37-20](#)
 - built-in bridge
 - See* BIB
 - built-in conference bridge, barge [1-16](#)
 - busy lamp field call pickup
 - configuration checklist (table) [6-7](#)
 - described [6-16](#)
 - example [6-17](#)
-
- C**
- Call Back
 - additional information for Call Back notification with phones that are running SIP [2-8](#)
 - configuration checklist [2-1](#)
 - description [2-3](#)
 - interactions and restrictions [2-7](#)
 - interactions with Call Forward, iDivert, and Voice-Mail System features [2-8](#)
 - overview [2-1](#)
 - setting service parameters [2-12](#)
 - softkey template [2-9](#)
 - suspend/resume functionality [2-5](#)
 - system requirements [2-6](#)
 - understanding [2-3](#)
 - call classification configuration settings (table) [23-8](#)
 - call control discovery [3-1](#)
 - call display restrictions
 - configuration checklist (table) [4-1](#)
 - configuring [4-6](#)
 - configuring in translation pattern [28-26](#)
 - configuring phones for [4-8](#)
 - enabling [4-3](#)
 - interactions
 - call park [4-5](#)
 - conference [4-6](#)
 - conference list [4-6](#)
 - extension mobility [4-6](#)
 - listed [4-5](#)
 - voice mail [4-6](#)
 - introduction [4-2](#)
 - overview [4-1, 4-3](#)
 - related topics [4-14](#)
 - sample call flow (figure) [4-13](#)
 - sample configurations
 - calling search spaces [4-10](#)
 - call park [4-13](#)
 - devices [4-10](#)
 - gateways [4-10](#)
 - listed [4-9](#)
 - translation patterns [4-11](#)
 - scenarios [4-4](#)
 - service parameter for connected number display [4-14](#)
 - system requirements [4-4](#)
 - translation patterns for [4-7](#)
 - with Cisco Extension Mobility [9-15](#)
 - called digits transformation (figure) [31-12](#)
 - called party
 - transformations
 - and local route groups [31-11](#)
 - call forward

- MLPP interaction [35-30](#)
- call forwarding
 - interactions with logical partitioning [32-23](#)
- calling party normalization
 - activating [8-15](#)
 - BAT support [8-12](#)
 - Call Detail Record support [8-12](#)
 - calling party number type [8-17](#)
 - calling party transformation CSS [8-25](#)
 - CAR support [8-12](#)
 - Cisco Extension Mobility support [8-13](#)
 - Cisco Unified Communications Manager Assistant support [8-12](#)
 - Cisco Unity Connection support [8-12](#)
 - Cisco Unity support [8-12](#)
 - configuration checklist [8-1](#)
 - configuring [8-15](#)
 - device mobility support [8-13](#)
 - forwarding calls [8-11](#)
 - globalizing described [8-5](#)
 - information for end users [8-26](#)
 - installing [8-15](#)
 - interactions [8-11](#)
 - localizing, described [8-7](#)
 - mapping global number to local variant [8-9](#)
 - phone support [8-10](#)
 - related topics [8-27](#)
 - restrictions [8-14](#)
 - service parameters [8-15](#)
 - system requirements [8-10](#)
 - transferring calls [8-11](#)
- calling party transformation patterns [8-7](#)
- calling search spaces
 - Cisco Unified Communications Manager Assistant
 - configuration tips [11-22](#)
 - configure display in drop-down list box [28-36](#)
 - partition limitations [28-18](#)
 - SUBSCRIBE (for Presence) [37-11, 37-14](#)
- call monitoring
 - See* monitoring
- call park
 - configuration checklist (table) [5-2](#)
 - configuration settings (table) [5-14](#)
 - configuring [5-11](#)
 - configuring a number [5-13, 5-24](#)
 - deleting a number [5-15](#)
 - directed
 - via DTMF with Cisco Unified Mobility [14-15](#)
 - example with MOH [36-8](#)
 - finding a number [5-11](#)
 - installing and activating [5-10](#)
 - interactions [5-8](#)
 - interactions with logical partitioning [32-30](#)
 - interaction with call display restrictions [4-5](#)
 - introduction [5-4](#)
 - overview [5-1](#)
 - restrictions [5-10](#)
 - setting service parameters [5-11](#)
 - system requirements [5-7](#)
 - usage example [5-5](#)
- call pickup
 - activating [6-25](#)
 - auto
 - described [6-17](#)
 - interactions with Cisco Unified Mobility [14-28](#)
 - busy [6-18](#)
 - busy lamp field
 - configuration checklist (table) [6-7](#)
 - described [6-16](#)
 - call pickup group
 - assigning to a directory number [6-33](#)
 - defining a pickup group for other group pickup [6-33](#)
 - configuration checklist (table) [6-1](#)
 - configuring [6-26](#)
 - directed
 - configuration checklist (table) [6-5](#)
 - described [6-12](#)

- examples [6-13](#)
 - group call pickup
 - described [6-11](#)
 - installing [6-25](#)
 - interactions
 - call accounting [6-24](#)
 - calling search space [6-24](#)
 - dependency records [6-25](#)
 - listed [6-24](#)
 - partitions [6-24](#)
 - route plan report [6-24](#)
 - time of day [6-24](#)
 - interactions and restrictions [6-23](#)
 - interactions with logical partitioning [32-29](#)
 - introducing [6-10](#)
 - no answer [6-18](#)
 - no bandwidth [6-18](#)
 - notification [6-21](#)
 - other group
 - configuration checklist (table) [6-3](#)
 - described [6-12](#)
 - overview [6-1](#)
 - phone feature described [6-11](#)
 - related topics [6-34](#)
 - restricting access [6-21](#)
 - restrictions
 - listed [6-25](#)
 - service parameters [6-26](#)
 - system requirements [6-22](#)
 - using with partitions [6-21](#)
- call pickup group
- configuration settings (table) [6-29](#)
 - configuring [6-27, 6-28](#)
 - deleting [6-32](#)
 - finding [6-27](#)
- call preservation
- with intercom [28-6](#)
 - with MLPP [35-32](#)
- call recording
- See* recording
- call throttling
- introduction [7-1](#)
 - related topics [7-3](#)
 - troubleshooting [7-2](#)
- call transfer
- interactions with logical partitioning [32-24](#)
 - MLPP interaction [35-31](#)
- call waiting
- MLPP interaction [35-31](#)
- cBarge
- activating with shared conference bridge [1-16](#)
 - interactions with logical partitioning [32-34](#)
 - party entrance tone [1-9](#)
 - PLAR support [1-13](#)
 - softkey [1-9](#)
- CDR
- recording for precedence calls [35-30](#)
- CEF
- See* Cisco Extended Functions
- channel nonpreemptable [35-17](#)
- Cisco Customer Response Platform
- components [13-5](#)
- Cisco Extended Functions
- activating for QRT [38-22](#)
 - DB Change Notifier [38-6](#)
 - DBL library [38-5](#)
 - multiple applications in a cluster [38-8](#)
 - QBEHelper [38-5](#)
 - redundancy manager [38-6](#)
 - screen helper and dictionary [38-5](#)
 - SDI Trace and Alarm [38-6](#)
 - service architecture [38-4](#)
 - service architecture (figure) [38-5](#)
 - service dependency [38-7](#)
 - service dependency (figure) [38-7](#)
 - service parameters for QRT [38-24](#)
- Cisco Extension Mobility
- adding the Cisco Extension Mobility service [9-19](#)

- configuration checklist (table) [9-1](#)
- configuration example [9-18](#)
- configuration guidelines [9-17](#)
- configuring [9-17](#)
- creating a default device profile for each Cisco Unified IP Phone type [9-26](#)
- creating the device profile for a user [9-28](#)
- description [9-6](#)
- device profiles
 - default [9-6](#)
 - understanding [9-5](#)
 - user [9-6](#)
- equivalency [9-11](#)
- illustrated (figure) [9-7](#)
- information for users [9-35](#)
- installing [9-17](#)
- interactions
 - bulk administration tool [9-14](#)
 - call display restrictions [9-15](#)
 - Cisco Unified Communications Manager Assistant [9-15](#)
 - intercom [9-15](#)
 - IPv6 [9-16](#)
 - listed [9-14](#)
 - Presence [37-11](#)
 - Pv6 [29-17](#)
 - services that are running on the same server [9-14](#)
- interactions and restrictions [9-14](#)
- interactions with logical partitioning [32-31](#)
- intercom interactions [28-7](#)
- introducing [9-5](#)
- login and logout behavior [9-8](#)
- login call flow [9-9](#)
- logout call flow [9-10](#)
- overview [9-1](#)
- related topics [9-35](#)
- restrictions [9-16](#)
- setting service parameters (table) [9-20](#)
- subscribing phones [9-32](#)
- system requirements [9-13](#)
- user device profile, associating [9-31](#)
- using [9-35](#)
- Cisco Extension Mobility Cross Cluster
 - See* Extension Mobility Cross Cluster
- Cisco IPMA
 - See* Cisco Unified Communications Manager Assistant
- Cisco IP Manager Assistant service
 - understanding [11-7, 12-6](#)
- Cisco Mobile clients [16-1](#)
- Cisco Unified Communications Manager
 - IPv6 [29-18](#)
 - MOH servers [36-10](#)
- Cisco Unified Communications Manager Assistant
 - architecture overview [11-6, 12-5](#)
 - assistant console dialog options [11-43, 12-30](#)
 - assistant console interface [11-9, 12-7](#)
 - assistant interfaces [11-10, 12-8](#)
 - bulk administration tool [11-13, 12-11](#)
 - calling party normalization [11-14, 12-11](#)
 - calling search space and partitions, configuration tips [11-22](#)
 - Cisco Unified IP Phone interface [11-10, 12-8](#)
 - Cisco Unified IP Phone Services, configuration tips [11-29](#)
 - configuration checklist for proxy line support (table) [11-2](#)
 - configuration checklist with shared line support (table) [12-2](#)
 - configuration wizard for proxy line [11-19](#)
 - configuring assistant phones, tips [11-31](#)
 - configuring assistant proxy and incoming intercom lines [11-38](#)
 - configuring manager and assigning assistant for proxy line [11-34](#)
 - configuring manager and assigning assistant for shared line [12-22](#)
 - configuring manager phones, tips [11-30](#)
 - configuring manager primary and incoming intercom lines [11-34, 12-22](#)

- configuring shared and incoming intercom lines for assistant [12-25](#)
- database access architecture, understanding [11-10, 12-8](#)
- deleting assistant information [11-39, 12-27](#)
- deleting manager information [11-36, 12-24](#)
- dial rules configuration [11-41, 12-28](#)
- extension mobility [11-14, 12-12](#)
- installing and activating [11-17, 12-15](#)
- installing the assistant console application [12-29](#)
- interactions [11-13](#)
- intercom [11-16, 12-14](#)
- intercom usage [28-6](#)
- IPMASecureSysUser [11-28, 12-19](#)
- IPv6 [11-14, 12-12](#)
- manager and assistant configuration [12-21](#)
- manager and assistant phone configuration [11-29, 12-19](#)
- manager assistant administration interface [11-11, 12-9](#)
- manager configuration [11-43, 12-31](#)
- manager interfaces [11-10, 12-8](#)
- message waiting indicator [11-16](#)
- more information [12-31](#)
- multilevel precedence and preemption [11-15](#)
- Multilevel Precedence and Preemption (MLPP) [12-13](#)
- phones, configuration tips [11-33, 12-21](#)
- providing information to managers and assistants [11-41, 12-28](#)
- reporting tools [11-14, 12-12](#)
- restrictions [11-13, 11-16, 12-14](#)
- route point configuration tips [11-23](#)
- scalability [11-27, 12-18](#)
- security [11-28, 12-19](#)
- setting service parameters [11-24, 12-16](#)
- softkeys [11-11, 12-9](#)
- starting the Cisco IP Manager Assistant service [11-29, 12-19](#)
- supported devices [11-12, 12-10](#)
- system configuration with proxy line [11-18](#)
- system requirements for proxy line support [11-12](#)
- system requirements for shared line support [12-10](#)
- time-of-day routing [11-16](#)
- updating assistant information [11-40, 12-27](#)
- updating manager information [11-37, 12-24](#)
- with proxy line support [11-1](#)
- with shared line support [12-1](#)
- Cisco Unified Communications Manager Auto-Attendant
 - Cisco Unified Communications Manager and the CRS engine [13-6](#)
 - components [13-5](#)
 - configuration checklist (table) [13-2](#)
 - description [13-1](#)
 - installing [13-6](#)
 - managing [13-6](#)
 - overview [13-4](#)
 - understanding [13-3](#)
- Cisco Unified IP Phones
 - subscribing to Cisco Extension Mobility [9-32](#)
- Cisco Unified IP Phone Services
 - Cisco Unified Communications Manager Assistant
 - configuration tips [11-29](#)
- Cisco Unified Mobile Communicator
 - and Cisco Unified Mobility
 - configuration checklist (table) [15-8](#)
 - configuration details [15-9](#)
 - described [15-7](#)
 - integration overview [15-1](#)
- Cisco Unified Mobility
 - access list configuration [14-36](#)
 - access list configuration settings (table) [14-36](#)
 - access list member detail configuration settings (table) [14-38](#)
 - associating a DN with a remote destination profile [14-43](#)
 - benefits [14-7](#)
 - Cisco Unified Mobile Communicator
 - described [15-7](#)
 - configuration checklist (table) [14-2](#)
 - configuring [14-35](#)
 - configuring directory number for MVA [14-48](#)

- configuring softkeys [14-61](#)
- definitions (table) [14-5](#)
- delayed anchoring [15-15](#)
- described [14-1](#)
- desktop call pickup [14-10](#)
- dial-via-office forward [15-11](#)
- directed call park via DTMF [14-15](#)
- feature benefits [14-7](#)
- handoff mobility configuration
 - settings (table) [14-57](#)
- intelligent session control [14-17](#)
- interactions
 - auto call pickup [14-28](#)
 - intelligent session control with session handoff [14-29](#)
 - licensing [14-29](#)
 - listed [14-28](#)
 - local route groups [14-29, 31-15](#)
 - number of supported calls [14-30](#)
- interactions and limitations [14-27, 15-18](#)
- interactions with logical partitioning [32-32](#)
- introducing [14-4, 15-4](#)
- IPv6 [29-19](#)
- limitations
 - listed [14-30](#)
- list of features [14-6](#)
- midcall enterprise feature support using DTMF [14-12](#)
- migrating from Cisco Unified MobilityManager [14-35](#)
- mobile connect [14-8](#)
- mobile voice access [14-11](#)
- mobile voice access configuration settings (table) [14-49](#)
- mobility enterprise feature configuration
 - settings (table) [14-56](#)
- mobility profile configuration
 - settings (table) [14-58](#)
- related topics [14-62, 15-20](#)
- remote destination configuration settings (table) [14-44](#)
- remote destination profile
 - configuring [14-39](#)
- remote destination profile configuration settings (table) [14-39](#)
- remote destinations
 - configuring [14-43](#)
- send call to mobile phone [14-10](#)
- SIP URI dialing [14-16](#)
- system requirements [14-34](#)
- time-of-day access
 - configuration checklist (table) [14-13](#)
 - described [14-12](#)
 - important notes [14-14](#)
- two-stage dialing [14-12](#)
- use case scenarios
 - dial-via-office forward [15-13, 15-16](#)
 - dial-via-office reverse callback [15-16](#)
 - directed call park via DTMF [14-23](#)
 - intelligent session control [14-24](#)
 - listed [14-21, 15-15](#)
 - mobile connect [14-21](#)
 - mobile voice access [14-22](#)
 - time-of-day access [14-22](#)
- with Cisco Unified Mobile Communicator
 - overview [15-1](#)
 - restrictions [15-18](#)
- with Cisco Unified Mobility Advantage
 - Cisco Unified Mobile Communicator configuration checklist (table) [15-8](#)
 - Cisco Unified Mobile Communicator configuration details [15-9](#)
 - configuration checklist (table) [15-2](#)
 - configuring [15-19](#)
 - definitions (table) [15-5](#)
 - dial-via-office reverse callback [15-10](#)
 - introducing [15-4](#)
 - list of features [15-5](#)
 - overview [15-1](#)
 - restrictions [15-18](#)
 - system requirements [15-19](#)

- Cisco Unified Mobility Advantage
 - integration overview [15-1](#)
 - Cisco Unified MobilityManager
 - migrating to Cisco Unified Mobility [14-35](#)
 - Cisco Unity
 - IPv6 [29-17](#)
 - Cisco Unity Connection
 - IPv6 [29-17](#)
 - Cisco Web Dialer
 - IPv6 [29-18](#)
 - See* Web Dialer
 - client matter codes
 - BAT usage [18-5](#)
 - CAR usage [18-6](#)
 - configuration settings (table) [18-7](#)
 - CTI, JTAPI, and TAPI usage [18-6](#)
 - described [18-2](#)
 - enabling for route patterns [18-8](#)
 - installation [18-6](#)
 - interactions [18-4](#)
 - requirements [18-6](#)
 - restrictions [18-4](#)
 - system requirements [18-6](#)
 - user information [18-11](#)
 - codecs
 - for monitoring and recording calls (figure) [34-56](#)
 - code yellow state [7-1](#)
 - common network facility preemption
 - example (figure) [35-18](#)
 - example with retry timer Trr (figure) [35-19](#)
 - explained [35-17](#)
 - conference list
 - interaction with call display restrictions [4-6](#)
 - conferences
 - IPv6 [29-18](#)
 - CTI
 - event delivery for monitoring and recording (figure) [34-59](#)
 - interactions with logical partitioning [32-36](#)
 - intercom interactions [28-6](#)
 - requirements for monitoring and recording [34-59](#)
 - securing TLS connection [38-8](#)
 - CTI route points
 - Cisco Unified Communications Manager Assistant configuration tips [11-23](#)
 - Customer Response Solutions, installing [13-6](#)
 - custom phone rings
 - creating [19-3](#)
 - customizing files [19-2](#)
 - introduction [19-1](#)
 - overview [19-1](#)
 - PCM file requirements [19-3](#)
-
- D**
- database scalability [36-10](#)
 - default device profiles
 - creating for each Cisco Unified IP Phone type [9-26](#)
 - delayed anchoring
 - with Cisco Unified Mobility [15-15](#)
 - deny handling
 - for logical partitioning [32-18](#)
 - device mobility
 - and calling party normalization [8-13, 20-8](#)
 - and IPv4 [20-8](#)
 - and IPv6 [20-8](#)
 - configuration checklist [20-2](#)
 - configuration tips [20-11](#)
 - configuring [20-10](#)
 - enabling/disabling [20-12](#)
 - feature interactions [20-8](#)
 - feature restrictions [20-8](#)
 - installing [20-10](#)
 - introducing [20-3](#)
 - IPv6 [29-18](#)
 - more information [20-21](#)
 - network considerations [20-7](#)
 - operations [20-3](#)

- overview [20-1](#)
- system requirements [20-9](#)
- viewing roaming parameters [20-21](#)
- device mobility groups
 - configuration settings (table) [20-17](#)
 - configuring [20-16](#)
 - deleting [20-17](#)
 - finding [20-15](#)
- device mobility info
 - configuration settings (table) [20-19](#)
 - configuring [20-19](#)
 - deleting [20-20](#)
 - finding [20-18](#)
- device profiles
 - and Cisco Extension Mobility [9-5](#)
 - creating for a Cisco Extension Mobility user [9-28](#)
 - default for Cisco Extension Mobility [9-6](#)
 - for a Cisco Extension Mobility user [9-31](#)
 - user for Cisco Extension Mobility [9-6](#)
- DHCP
 - IPv6 [29-10](#)
- dial-via-office forward
 - with Cisco Unified Mobility [15-11](#)
- dial-via-office reverse callback
 - with Cisco Unified Mobility [15-10](#)
- directed call park
 - BLF configuration settings [5-27](#)
 - configuration checklist (table) [5-3](#)
 - configuration settings (table) [5-26](#)
 - configuring BLF/Directed Call Park buttons [5-27](#)
 - deleting a number [5-29](#)
 - finding a number [5-23](#)
 - installing and activating [5-23](#)
 - interactions [5-20](#)
 - interactions with logical partitioning [32-30](#)
 - introduction [5-19](#)
 - overview [5-1](#)
 - restrictions [5-22](#)
 - setting service parameters [5-23](#)
 - synchronizing configuration to applicable devices [5-28](#)
 - system requirements [5-20](#)
 - usage example [5-19](#)
 - via DTMF
 - with Cisco Unified Mobility [14-15](#)
- directed call pickup
 - basic completion (figure) [6-13](#)
 - basic setup (figure) [6-13](#)
 - configuration checklist (table) [6-5](#)
 - described [6-12, 6-13](#)
 - multiple-calls completion (figure) [6-16](#)
 - multiple-calls setup (figure) [6-16](#)
 - rejection (figure) [6-14, 6-15](#)
- directory number
 - assigning a call pickup group [6-33](#)
- directory numbers
 - calling search space list [28-36](#)
 - for intercom
 - configuration overview [28-29](#)
- DND
 - adding to common phone profiles [21-11](#)
 - architecture overview [21-3](#)
 - configuration checklist [21-1](#)
 - configuring [21-7](#)
 - described [21-1](#)
 - device parameters (table) [21-9](#)
 - feature key [21-9](#)
 - hardware requirements [21-4](#)
 - high priority call with DND ringer off enabled on a shared line (figure) [21-15](#)
 - incoming call alert settings [21-2](#)
 - installing and activating [21-7](#)
 - interactions
 - callback [21-6](#)
 - extension mobility [21-7](#)
 - hold reversion and intercom [21-6](#)
 - hunt list [21-6](#)
 - listed [21-5](#)

- MLPP and CER [21-6](#)
 - park reversion [21-5](#)
 - pickup [21-6](#)
 - pickup notification [21-6](#)
 - intercom usage [28-6](#)
 - introduction [21-2](#)
 - normal priority call with DND ringer off enabled on a nonshared line (figure) [21-13](#)
 - normal priority call with DND ringer off enabled on a shared line (figure) [21-14](#)
 - related topics [21-18](#)
 - restrictions [21-7](#)
 - service parameters [21-8](#)
 - softkeys [21-8](#)
 - software requirements [21-3](#)
 - status notification for SCCP [21-3](#)
 - status notification for SIP devices [21-3](#)
 - system requirements [21-3](#)
 - troubleshooting [21-16](#)
 - troubleshooting errors (table) [21-17](#)
 - usage examples [21-12](#)
 - using [21-11, 21-12](#)
- DNS
- IPv6 [29-11](#)
- domains, MLPP
- identifier for MLPP [35-9](#)
- do not disturb
- See* DND
- DSCP
- mapping to call precedence [35-32](#)
-
- E**
- EMCC
- See* Extension Mobility Cross Cluster
- end users
- adding to standard end users group for Web Dialer [17-12](#)
- enterprise feature access
- by two-stage dialing [14-55](#)
 - H.323 configuration
 - options [14-50](#)
 - enterprise parameters
 - logical partitioning [32-10](#)
 - MLPP [35-42](#)
 - Presence [37-13](#)
 - extension mobility
 - interaction with call display restrictions [4-6](#)
- Extension Mobility Cross Cluster
- activating [10-41](#)
 - configuration checklist [10-2](#)
 - configuring [10-42](#)
 - EMCC feature configuration
 - settings [10-42](#)
 - information for end users [10-50](#)
 - installing [10-41](#)
 - interactions [10-39](#)
 - introduction [10-1](#)
 - overview [10-13](#)
 - related topics [10-54](#)
 - restrictions [10-39](#)
 - system requirements [10-38](#)
 - troubleshooting [10-50](#)
- external call control [22-1](#)
- external call transfer restrictions
- activating [23-6](#)
 - blocking external call from transferring to external party (figure) [23-5](#)
 - block offnet to offnet transfer service parameter [23-7](#)
 - call classification configuration settings (table) [23-8](#)
 - call classification service parameter [23-7](#)
 - configuration checklist (table) [23-1](#)
 - configuring [23-6](#)
 - gateway configuration [23-8](#)
 - installing [23-6](#)
 - interactions [23-5](#)
 - introducing [23-2](#)
 - overview [23-1](#)

- related topics [23-9](#)
- restrictions [23-5, 23-6](#)
- route pattern configuration [23-9](#)
- service parameters [23-7](#)
- system requirements [23-5](#)
- transferring external calls to an external party (figure) [23-4](#)
- trunk configuration [23-8](#)

F

features

- barge [1-1](#)
- call display restrictions [4-1](#)
- call park [5-1](#)
- Cisco Extension Mobility
 - bulk administration tool [9-14](#)
- Cisco Unified Communications Manager Assistant
 - assistant console interface [11-9, 12-7](#)
 - assistant interfaces [11-10, 12-8](#)
 - bulk administration tool [11-13, 12-11](#)
 - calling party normalization [11-14, 12-11](#)
 - calling search space and partitions [11-22](#)
 - Cisco Unified IP Phone interface [11-10, 12-8](#)
 - Cisco Unified IP Phone Services [11-29](#)
 - configuration checklist for proxy line support (table) [11-2](#)
 - extension mobility [11-14, 12-12](#)
 - intercom [11-16, 12-14](#)
 - manager assistant administration interface [11-11, 12-9](#)
 - manager interfaces [11-10, 12-8](#)
 - message waiting indicator [11-16](#)
 - multilevel precedence and preemption [11-15](#)
 - Multilevel Precedence and Preemption (MLPP) [12-13](#)
 - phones [11-33, 12-21](#)
 - reporting tools [11-14, 12-12](#)
 - route point [11-23](#)
 - softkeys [11-11, 12-9](#)

- time-of-day routing [11-16](#)
- understanding architecture [11-6, 12-5](#)
- understanding database access architecture [11-10](#)
- understanding database and directory access architecture [12-8](#)
- device mobility [20-1](#)
- directed call park [5-1](#)
- external call transfer restrictions [23-1](#)
- hold reversion [25-1](#)
- immediate divert [27-1](#)
- malicious call ID (MCID) [33-2](#)
- Multilevel Precedence and Preemption (MLPP)
 - using with Cisco Unified Communications Manager Assistant [12-13](#)
- Presence [37-1, 37-4](#)
- privacy [1-1](#)
- QRT [38-1, 38-16](#)
- single sign on [39-1](#)
- Web Dialer [17-1](#)

feature safe

- for Cisco Extension Mobility [9-11](#)

file format, Ringlist.xml [19-2](#)

firewalls and one-way media (figure) [34-57](#)

fixed audio source

- configuration settings (table) [36-25](#)
- configuring [36-23, 36-24](#)
- deleting [36-24](#)

forced authorization codes

- BAT usage [18-5](#)
- CAR usage [18-6](#)
- configuration settings (table) [18-9](#)
- CTI, JTAPI, and TAPI usage [18-6](#)
- described [18-3](#)
- enabling for route patterns [18-10](#)
- installation [18-6](#)
- interactions [18-4](#)
- requirements [18-6](#)
- restrictions [18-4](#)
- system requirements [18-6](#)

- user information [18-11](#)
- forward
 - dial-via-office with Cisco Unified Mobility [15-11](#)
- forwarding
 - local route groups [31-14](#)

G

- gateways
 - IPv6 [29-12](#)
- geolocation filters
 - configuration checklist (table) [24-3](#)
 - configuration settings (table) [24-20](#)
 - configuring [24-17, 24-18](#)
 - deleting [24-19](#)
 - examples (table) [24-17](#)
 - finding [24-17](#)
 - introducing [24-1, 24-16](#)
 - logical partitioning use [32-8](#)
 - related topics [24-25](#)
- geolocations
 - and route lists [24-8](#)
 - and shared lines [24-8](#)
 - characteristics [24-6](#)
 - configuration checklist (table) [24-1](#)
 - configuration settings (table) [24-12](#)
 - configuring [24-10, 24-11](#)
 - deleting [24-12](#)
 - examples [24-8](#)
 - examples (table) [24-8](#)
 - finding [24-10](#)
 - identifiers [24-8](#)
 - logical partitioning usage [32-10](#)
 - interactions [24-9](#)
 - intercluster trunk error handling with location conveyance [24-23](#)
 - introducing [24-1, 24-5](#)
 - location conveyance feature interactions [24-23](#)

- logical partitioning feature interactions with midcall change [32-20](#)
- logical partitioning handling [32-20](#)
- logical partitioning use [32-8](#)
- overview [24-6](#)
- related topics [24-25](#)
- SIP trunk error handling with location conveyance [24-22](#)
- source information [24-7](#)
- globalizing calling party number
 - activating [8-15](#)
 - BAT support [8-12](#)
 - Call Detail Record support [8-12](#)
 - calling party number type [8-17](#)
 - CAR support [8-12](#)
 - Cisco Extension Mobility support [8-13](#)
 - Cisco Unified Communications Manager Assistant support [8-12](#)
 - Cisco Unity Connection support [8-12](#)
 - Cisco Unity support [8-12](#)
 - configuration checklist [8-1](#)
 - configuring [8-15](#)
 - described [8-5](#)
 - device mobility support [8-13](#)
 - example [8-5](#)
 - forwarding [8-11](#)
 - gateway support [8-6](#)
 - information for end users [8-26](#)
 - installing [8-15](#)
 - interactions [8-11](#)
 - mapping global number to local variant [8-9](#)
 - phone support [8-10](#)
 - related topics [8-27](#)
 - restrictions [8-14](#)
 - service parameters [8-15](#)
 - system requirements [8-10](#)
 - transferring [8-11](#)
- group call pickup
 - configuration checklist (table) [6-1](#)
 - described [6-11](#)

H

H.323

IPv6 [29-18](#)

H.323 gateway

configuring for enterprise feature access

options [14-50](#)

configuring for system remote access

no hairpinning [14-50](#)using hairpinning [14-53](#)

hold reversion

alerting operations (table) [25-4](#)call focus operations [25-5](#)call focus priority [25-12](#)configuration checklist (table) [25-1](#)configuration tips [25-12](#)configuring [25-11](#)configuring call focus priority [25-13](#)configuring call reversion timer settings [25-14](#)description [25-3](#)examples [25-3](#), [25-6](#)installing [25-11](#)

interactions

call park [25-9](#)CTI applications [25-10](#)listed [25-9](#)MLPP [25-10](#)music on hold [25-9](#)introducing [25-2](#)more information [25-16](#)overview [25-1](#)providing information to users [25-15](#)restrictions [25-10](#)retrieving reverted calls [25-5](#)supported devices [25-8](#)system requirements [25-8](#)timer deactivation [25-6](#)timers [25-12](#)troubleshooting [25-15](#)

Hotline

activating [26-7](#)call and receive settings [26-4](#)call screening [26-4](#)using calling party number routing [26-5](#)using CSS and partitions [26-4](#)configuration checklist (table) [26-1](#)configuration settings in Cisco Unified CM Administration (table) [26-9](#)enterprise parameters (table) [26-7](#)installing [26-7](#)overview [26-3](#)related topics [26-12](#)service parameters (table) [26-7](#)system requirements [26-6](#)

hotline

supported devices [26-6](#)

hunt pilots

interactions with logical partitioning [32-35](#)

immediate divert

call-processing requirements [27-4](#)configuration checklist (table) [27-1](#)configuring [27-10](#)installing and activating [27-10](#)

interactions

call detail records [27-8](#)call forward [27-8](#)conference [27-8](#)hunt list [27-8](#)listed [27-8](#)MLPP [27-8](#)interactions and restrictions [27-7](#)introducing [27-2](#)overview [27-1](#)phone display messages [27-5](#)related topics [27-11](#)

- requirements for incoming calls [27-4](#)
- requirements for outgoing calls [27-5](#)
- restrictions [27-9](#)
- scenarios [27-6, 27-7](#)
- setting service parameters [27-10](#)
- softkey requirements [27-4](#)
- system requirements [27-3](#)
- using [27-5](#)
- indication enabled [35-12](#)
- insufficient bandwidth, AAR for MLPP [35-32](#)
- intercluster trunks
 - configuration requirement for logical partitioning [32-21](#)
 - location conveyance [24-22](#)
 - logical partitioning interaction with geolocation conveyance [32-19](#)
- intercom
 - and IPv4 [28-7](#)
 - and IPv6 [28-7](#)
 - barge usage [28-6](#)
 - calling search spaces
 - configuration overview [28-15](#)
 - configuration settings (table) [28-17](#)
 - configuring [28-16](#)
 - deleting [28-19](#)
 - finding [28-15](#)
 - call preservation [28-6](#)
 - Cisco Extension Mobility interactions [28-7](#)
 - Cisco Unified Communications Manager Assistant [11-16](#)
 - Cisco Unified Communications Manager Assistant usage [28-6](#)
 - configuration checklist (table) [28-1](#)
 - configuring [28-8](#)
 - CTI interactions [28-6](#)
 - described [28-1](#)
 - directory numbers
 - configuration overview [28-28, 28-29](#)
 - configuration settings (table) [28-31](#)
 - configuring [28-30](#)
 - finding [28-29](#)
 - DND usage [28-6](#)
 - installing and activating [28-7](#)
 - interactions [28-5](#)
 - IP phones supported [28-4](#)
 - IPv6 [29-19](#)
 - overview [28-2](#)
 - partitions
 - calling search space limitations (table) [28-13](#)
 - configuration settings (table) [28-11](#)
 - configuring [28-10](#)
 - deleting [28-14](#)
 - finding [28-9](#)
 - restrictions [28-5](#)
 - SRST usage [28-6](#)
 - system requirements [28-4](#)
 - translation patterns
 - configuration overview [28-20](#)
 - configuration settings (table) [28-22](#)
 - configuring [28-21](#)
 - deleting [28-28](#)
 - finding [28-20](#)
 - using [28-38](#)
 - with Cisco Extension Mobility [9-15](#)
- intercom directory numbers
 - synchronizing configuration to applicable devices [28-37](#)
- intercom partitions
 - synchronizing configuration to applicable devices [28-13](#)
- IPMA, Cisco
 - See* Cisco Unified Communications Manager Assistant
- IPv6
 - activating [29-21](#)
 - additional Cisco documentation [29-32](#)
 - annunciator [29-17](#)
 - call admission control [29-6](#)
 - call detail records [29-17](#)
 - call processing [29-6](#)

Cisco Certificate Authority Proxy Function [29-17](#)
 Cisco Extension Mobility [29-17](#)
 Cisco Unified Communications Manager Assistant [29-18](#)
 Cisco Unified Communications Manager server [29-6](#)
 Cisco Unified IP Phones [29-8](#)
 Cisco Unified Mobility [29-19](#)
 Cisco Unity [29-17](#)
 Cisco Unity Connection [29-17](#)
 Cisco Web Dialer [29-18](#)
 CLI commands [29-21](#)
 conferences [29-18](#)
 configuration checklist (table) [29-2](#)
 configuration settings in Cisco Unified CM Administration (table) [29-27](#)
 CTI [29-5](#)
 device mobility [29-18](#)
 DHCPv6 [29-10](#)
 DNS [29-11](#)
 DSCP [29-18](#)
 enterprise parameters (table) [29-25](#)
 Ethernet IPv6 configuration settings (table) [29-21](#)
 gateways [29-12](#)
 H.323 devices [29-18](#)
 installing [29-21](#)
 interactions [3-16, 29-16](#)
 intercom [29-19](#)
 media termination points (MTP) [29-12](#)
 monitoring and recording [29-19](#)
 music on hold [29-19](#)
 overview [3-5, 22-5, 29-5](#)
 phone web browser [29-20](#)
 Quality Report Tool (QRT) [29-19](#)
 Real-Time Monitoring Tool (RTMT) [29-18](#)
 related topics [3-47, 29-32](#)
 restrictions [3-16, 29-16](#)
 RSVP [29-19](#)
 SDL [29-19](#)
 service parameters (table) [29-25](#)

SIP Phones [29-19](#)
 SIP trunks [29-13](#)
 system requirements [29-16](#)
 T.38 Fax [29-20](#)
 TFTP server [29-15](#)
 transfer [29-20](#)
 troubleshooting [29-32](#)
 video [29-20](#)

J

join
 interactions with logical partitioning [32-27](#)
 join across lines
 interactions with logical partitioning [32-27](#)

L

license capabilities assignment
 configuration settings (table) [30-18](#)
 configuring for multiple users [30-20](#)
 configuring for one user [30-20](#)
 finding [30-19](#)
 licensing
 adjunct devices [30-9](#)
 alarms [30-21](#)
 applications [30-9](#)
 calculations [30-12](#)
 Cisco IP Communicator [30-9](#)
 Cisco Unified Mobile Communicator [30-10](#)
 Cisco Unified Mobility [30-9](#)
 interactions with Cisco Unified Mobility [14-29](#)
 license file
 obtaining [30-13](#)
 sample license files [30-6](#)
 uploading [30-16](#)
 license unit report
 generating [30-17](#)

- more information [30-22](#)
- obtaining a software feature license [30-15](#)
- overview [30-1](#)
- phones [30-8](#)
- starting a license manager service [30-15](#)
- status notification [30-21](#)
- lines, interaction with MLPP [35-30](#)
- localizing calling party number
 - activating [8-15](#)
 - BAT support [8-12](#)
 - Call Detail Record support [8-12](#)
 - calling party transformation CSS [8-25](#)
 - calling party transformations patterns [8-7](#)
 - CAR support [8-12](#)
 - Cisco Extension Mobility support [8-13](#)
 - Cisco Unified Communications Manager Assistant support [8-12](#)
 - Cisco Unity Connection support [8-12](#)
 - Cisco Unity support [8-12](#)
 - configuration checklist [8-1](#)
 - configuring [8-15](#)
 - described [8-7](#)
 - device mobility support [8-13](#)
 - example [8-8](#)
 - forwarding [8-11](#)
 - information for end users [8-26](#)
 - installing [8-15](#)
 - interactions [8-11](#)
 - mapping global number to local variant [8-9](#)
 - phone support [8-10](#)
 - related topics [8-27](#)
 - restrictions [8-14](#)
 - system requirements [8-10](#)
 - transferring [8-11](#)
- local offnet access
 - managing in a centralized mode (figure) [31-6](#)
- local route groups
 - and called party transformations [31-11](#)
 - and Cisco Unified Mobility [31-15](#)
 - and forwarding [31-14](#)
 - and route plan report [31-14](#)
 - and supplementary services [31-14](#)
 - binding a provisioned route group [31-4](#)
 - called digits transformation (figure) [31-12](#)
 - described [31-4](#)
 - installing and activating [31-15](#)
 - interactions [31-13](#)
 - interactions and restrictions [31-13](#)
 - interactions with Cisco Unified Mobility [14-29](#)
 - introduction [31-3](#)
 - mixed route list restrictions [31-15](#)
 - overview [31-1](#)
 - provisioning local offnet access with (figure) [31-8](#)
 - provisioning local offnet access without (figure) [31-7](#)
 - provisioning TEHO with (figure) [31-11](#)
 - provisioning TEHO without (figure) [31-10](#)
 - restrictions [31-15](#)
 - routing with [31-5](#)
 - simple local routing [31-6](#)
 - supported devices [31-13](#)
 - system requirements [31-13](#)
 - with TEHO [31-9](#)
- location conveyance
 - across intercluster trunks [24-22](#)
 - across SIP trunks [24-22](#)
 - configuration [24-25](#)
 - configuration checklist (table) [24-4](#)
 - example PIDF-LO [24-24](#)
 - feature interactions with midcall geolocation change [24-23](#)
 - handling a received geolocation [24-23](#)
 - intercluster trunk error handling for geolocation information [24-23](#)
 - introducing [24-1, 24-21](#)
 - related topics [24-25](#)
 - SIP trunk error handling for geolocation information [24-22](#)
- logical partitioning
 - allow and deny policies [32-6](#)

- architecture overview [32-8](#)
- configuration checklist (table) [32-1](#)
- configuration upon upgrade [32-47](#)
- configuring [32-39](#)
- deny handling [32-18](#)
- described [32-1](#)
- device types and associated Cisco Unified CM devices (table) [32-5](#)
- enterprise parameters [32-10](#)
- feature interactions with midcall geolocation change [32-20](#)
- geolocation configuration [32-39](#)
- geolocation filter configuration [32-39](#)
- geolocation identifiers
 - usage [32-10](#)
- geolocation usage for shared lines and route lists [32-10](#)
- handling for basic call [32-19](#)
- handling received geolocation [32-20](#)
- identifiers [32-5](#)
- interactions
 - ad hoc conference, join, join across lines [32-27](#)
 - Barge, cBarge, Remote Resume [32-34](#)
 - call forwarding [32-23](#)
 - call park and directed call park [32-30](#)
 - call pickup [32-29](#)
 - call transfer [32-24](#)
 - Cisco Extension Mobility [32-31](#)
 - Cisco Unified Mobility [32-32](#)
 - CTI handling [32-36](#)
 - hunt pilots [32-35](#)
 - listed [32-22](#)
 - meet-me conference [32-28](#)
 - route lists [32-35](#)
 - shared lines [32-33](#)
- interaction with dynamic SIP trunks [32-21](#)
- interaction with geolocation conveyance across SIP and intercluster trunks [32-19](#)
- introducing [32-4](#)
- limitations [32-37](#)
- LPPolicyManager [32-13](#)
- LPSession infrastructure [32-18](#)
- policies
 - described [32-11](#)
 - example [32-11](#)
- policy
 - configuration settings (table) [32-43](#)
 - configuring [32-41](#)
 - deleting record [32-42](#)
 - finding [32-40](#)
- policy checking [32-18](#)
- policy configuration [32-40](#)
- policy matching [32-17](#)
- policy search algorithm
 - example (table) [32-16](#)
 - explained [32-15](#)
- policy tree
 - described [32-13](#)
 - example (figure) [32-13](#)
- related topics [32-47](#)
- SIP or intercluster trunk configuration requirement [32-21](#)
- system requirements [32-22](#)
- TRAI regulations
 - applicability [32-6](#)
 - history [32-7](#)
- troubleshooting [32-47](#)
- use of geolocations and geolocation filters [32-8](#)
- login call flow
 - Cisco Extension Mobility [9-9](#)
- logout call flow
 - Cisco Extension Mobility [9-10](#)
- LPPolicyManager
 - and logical partitioning [32-13](#)
- LPSession infrastructure
 - for logical partitioning [32-18](#)

M

malicious call ID

- adding a softkey template [33-8, 33-9](#)
- configuration checklist (table) [33-1](#)
- configuring alarms [33-7](#)
- explained [33-2](#)
- feature code [33-3](#)
- giving MCID to users [33-8, 33-10](#)
- installing [33-6](#)
- interactions
 - alarms [33-5](#)
 - call detail records [33-5](#)
 - conference calls [33-5](#)
 - extension mobility [33-5](#)
 - listed [33-5](#)
- overview [33-2](#)
- related topics [33-11](#)
- removing MCID feature [33-9](#)
- restrictions [33-6](#)
- services [33-1, 33-3](#)
- setting service parameters [33-7](#)
- system requirements [33-3](#)
- troubleshooting [33-10](#)
- using [33-3](#)

malicious call identification

- supported devices [33-4](#)

malicious call identification (MCID)

See malicious call ID

max list box enterprise parameter

- calling search space [28-36](#)

meet-me conference

- interactions with logical partitioning [32-28](#)

MGCP

- and MLPP [35-32](#)

MLPP

- activating [35-41](#)
- announcements
 - blocked precedence [35-23](#)

- blocked precedence (figure) [35-23](#)

- busy station [35-24](#)

- explained [35-21](#)

- unauthorized precedence [35-22](#)

- unauthorized precedence (figure) [35-23](#)

automated alternate routing (AAR) [35-32](#)

call forward [35-30](#)

call preservation [35-32](#)

call transfer [35-31](#)

call waiting [35-31](#)

CDR recording [35-30](#)

configuration checklist (table) [35-1](#)

described [35-1](#)

domain [35-9](#)

enterprise parameters [35-42](#)

hierarchical configuration [35-29](#)

indication [35-12](#)

installing [35-41](#)

interactions [35-39](#)

introducing [35-3](#)

line feature interaction [35-30](#)

mapping to DSCP [35-32](#)

MGCP [35-32](#)

numbering plan

- example (figure) [35-25](#)

- explained [35-25](#)

precedence

- alternate party diversion (APD) [35-13](#)

- alternate party diversion example (figure) [35-14](#)

- call setup [35-12](#)

- explained [35-5](#)

- patterns [35-11](#)

precedence patterns

- example (figure) [35-25](#)

- explained [35-25](#)

preemption

- common network facility [35-17](#)

- common network facility example (figure) [35-18](#)

- common network facility example with retry timer Trr (figure) [35-19](#)
 - details [35-15](#)
 - enabled [35-15](#)
 - explained [35-8](#)
 - receiving [35-15](#)
 - user access [35-15](#)
 - user access channel nonpreemptable [35-17](#)
 - user access example (figure) [35-16](#)
- PRI [35-32](#)
- restrictions [35-39, 35-40](#)
- service parameter [35-29](#)
- shared lines [35-31](#)
- supplementary services
 - call forwarding [35-34](#)
 - call pickup [35-36](#)
 - call transfer [35-35](#)
 - hunt pilots and hunt lists [35-36](#)
 - multiple appearance lines [35-33](#)
 - overview [35-33](#)
 - three-way calling [35-35](#)
- terminology [35-4](#)
- trunk selection
 - example (figure) [35-28](#)
 - explained [35-26](#)
- mobile connect
 - and MLPP [14-27, 15-18](#)
 - feature interactions [14-27, 15-18](#)
 - overview [14-4](#)
 - related topics [14-62, 15-20](#)
 - restrictions [14-27, 15-18](#)
- mobile voice access
 - configuration settings (table) [14-49](#)
 - directory number [14-48](#)
 - overview [14-4, 15-4](#)
 - related topics [14-62, 15-20](#)
- mobility softkeys
 - configuring [14-61](#)
- modifying files [19-2](#)
- MOH
 - See* music on hold (MOH)
- monitoring
 - adding user for application (figure) [34-64](#)
 - adding user to groups (figure) [34-65](#)
 - agent call [34-12](#)
 - agent cannot control a monitoring call (figure) [34-10](#)
 - agent conferences in the supervisor (figure) [34-14](#)
 - agent in a conference (figure) [34-13](#)
 - architecture (figure) [34-4](#)
 - BIB [34-58](#)
 - call characteristics [34-55](#)
 - call information [34-58](#)
 - call preservation [34-58](#)
 - codec for calls (figure) [34-56](#)
 - configuration checklist (table) [34-1](#)
 - configuring [34-63](#)
 - configuring calling search spaces (figure) [34-67](#)
 - configuring tones (figure) [34-66](#)
 - CTI event delivery (figure) [34-59](#)
 - CTI requirements [34-59](#)
 - described [34-1](#)
 - firewalls (figure) [34-57](#)
 - hardware requirements [34-60](#)
 - interactions listed [34-60](#)
 - interactions with CTI and JTAPI/TSP applications [34-60](#)
 - interactions with other features [34-61](#)
 - introducing [34-2, 34-8](#)
 - invocation of a session [34-8](#)
 - IPv6 [29-19](#)
 - limitations
 - listed [34-61](#)
 - multiple sessions (figure) [34-12](#)
 - notification tones [34-55](#)
 - one-way media [34-57](#)
 - one-way media (figure) [34-57](#)
 - play tone behavior [34-55](#)
 - related topics [34-75](#)

- restrictions
 - security [34-62](#)
 - with intercom [34-62](#)
 - service parameters [34-74](#)
 - session (figure) [34-9](#)
 - session flow (figure) [34-8](#)
 - simultaneous with recording (figure) [34-54](#)
 - streaming through the agent IP phone (figure) [34-6](#)
 - supervisor conferences in another supervisor (figure) [34-15](#)
 - supervisor transfers the monitoring call (figure) [34-10](#)
 - supported devices [1-11, 20-9, 21-4, 34-6](#)
 - system requirements [34-59](#)
 - terminology [34-3](#)
 - turn on IP phone BIB to allow (figure) [34-64](#)
- MTP
- IPv6 [29-12](#)
- multicast
- audio sources for MOH [36-13](#)
 - configuration checklist (table) [36-3](#)
 - explained [36-13](#)
- multilevel precedence and preemption
- See* MLPP
 - supported devices [35-38](#)
 - system requirements [35-38](#)
- music on hold
- IPv6 [29-19](#)
- music on hold (MOH)
- audio files
 - deleting [36-35](#)
 - displaying [36-33](#)
 - managing [36-33](#)
 - uploading [36-34](#)
 - audio sources
 - configuration settings (table) [36-21](#)
 - configuring [36-18, 36-20](#)
 - deleting [36-21](#)
 - explained [36-12](#)
 - finding [36-19](#)
 - call park example [36-8](#)
 - characteristics [36-6](#)
 - configuration checklist (table) [36-1](#)
 - creating audio sources [36-12](#)
 - database scalability [36-10](#)
 - definitions [36-4](#)
 - described [36-1](#)
 - failover and fallback [36-18](#)
 - features
 - manageability [36-10](#)
 - server manageability [36-9](#)
 - server redundancy [36-9](#)
 - server scalability [36-9](#)
 - fixed audio source
 - configuration settings (table) [36-25](#)
 - configuring [36-24](#)
 - deleting [36-24](#)
 - described [36-23](#)
 - functionality [36-7](#)
 - list of topics [36-1](#)
 - managing audio sources [36-13](#)
 - monitoring performance
 - overview (table) [36-4](#)
 - service states [36-36](#)
 - requirements and limits [36-16](#)
 - server configuration settings (table) [36-28](#)
 - servers
 - characteristics [36-8](#)
 - configuring [36-25, 36-27](#)
 - database requirements [36-10](#)
 - explained [36-11](#)
 - finding [36-26](#)
 - manageability [36-9](#)
 - perfmon counters [36-36](#)
 - redundancy [36-9](#)
 - resetting [36-27](#)
 - scalability [36-9](#)
 - synchronizing configuration [36-28](#)
 - storing audio sources [36-12](#)

supported features [36-8](#)
 transfer hold example [36-8](#)
 understanding [36-4](#)
 user hold example [36-8](#)

N

nonpreemptable user access channel [35-17](#)
 notification tones for monitoring and recording [34-55](#)
 numbering plan
 MLPP (figure) [35-25](#)
 MLPP access control [35-25](#)

O

other group pickup
 configuration checklist (table) [6-3](#)
 described [6-12](#)

P

parameters, service
 CDR [33-7](#)
 park monitoring [5-16](#)
 directory number configuration window [5-18](#)
 setting service parameters [5-16](#)
 partitions
 restricting access [6-21](#)
 using call pickup [6-21](#)
 Web Dialer support [17-11](#)
 party entrance tone
 barge, cBarge, single button barge [1-9](#)
 PCM file requirements for custom ring types [19-3](#)
 perfmon counters
 counter descriptions (table) [36-36](#)
 using to view MOH servers [36-36](#)
 phones
 and call display restrictions [4-8](#)

custom rings
 creating [19-1, 19-3](#)
 overview [19-1](#)
 PCM file requirements [19-3](#)
 interaction with Presence [37-5](#)
 IPv6 and web browser [29-20](#)
 licensing [30-8](#)

physical locations
 configuration settings (table) [20-14](#)
 configuring [20-13](#)
 deleting [20-15](#)
 finding [20-12](#)

PIDF-LO

example [24-24](#)

PLAR

for barge, cBarge, and single button barge [1-13](#)

policies

logical partitioning
 described [32-11](#)
 example [32-11](#)

policy

checking
 for logical partitioning [32-18](#)
 configuration for logical partitioning [32-40](#)
 logical partitioning
 configuration settings (table) [32-43](#)
 configuring [32-41](#)
 deleting record [32-42](#)
 finding [32-40](#)
 matching [32-17](#)
 variations in policy configuration (table) [32-16](#)

policy search algorithm

for logical partitioning
 example (table) [32-16](#)
 explained [32-15](#)

policy tree

for logical partitioning [32-13](#)
 logical partitioning (figure) [32-13](#)

precedence

- alternate party diversion (APD)
 - example (figure) [35-14](#)
 - explained [35-13](#)
 - blocked [35-23](#)
 - blocked (figure) [35-23](#)
 - busy station [35-24](#)
 - call setup [35-12](#)
 - CDR recording [35-30](#)
 - explained [35-5](#)
 - patterns
 - access control [35-25](#)
 - MLPP (figure) [35-25](#)
 - setup [35-11](#)
 - unauthorized [35-22](#)
 - unauthorized (figure) [35-23](#)
 - preemption
 - common network facility [35-17](#)
 - common network facility example (figure) [35-18](#)
 - common network facility example with retry timer Trr (figure) [35-19](#)
 - details [35-15](#)
 - enabled [35-15](#)
 - explained [35-8](#)
 - receiving [35-15](#)
 - user access [35-15](#)
 - user access channel nonpreemptable [35-17](#)
 - user access example (figure) [35-16](#)
 - Presence
 - authorization [37-9](#)
 - BLF/SpeedDial
 - buttons, configuring [37-20](#)
 - configuration settings (table) [5-27](#), [37-21](#)
 - configuring [37-20](#)
 - configuration checklist (table) [37-1](#)
 - feature interactions and restrictions [37-12](#)
 - groups
 - applying [37-18](#)
 - configuration example [37-8](#)
 - configuration settings (table) [37-17](#)
 - explained [37-7](#)
 - interaction examples [37-9](#)
 - interaction with Cisco Extension Mobility [37-11](#)
 - interaction with phones and trunks [37-5](#)
 - interaction with route lists [37-6](#)
 - more information [37-22](#)
 - overview [37-1](#), [37-4](#)
 - request examples [37-5](#)
 - SUBSCRIBE calling search space [37-11](#), [37-14](#)
 - tips for presence group and presence authorization [37-19](#)
 - PRI and MLPP [35-32](#)
 - privacy
 - activating [1-16](#)
 - configuration checklist (table) [1-4](#)
 - configuring [1-17](#)
 - described [1-10](#)
 - installing and activating [1-16](#)
 - interactions and restrictions [1-12](#)
 - overview [1-1](#)
 - related topics [1-17](#)
 - service parameters [1-17](#)
 - system requirements [1-11](#)
 - privacy on hold
 - activating [1-16](#)
 - configuration checklist (table) [1-4](#)
 - configuring [1-17](#)
 - described [1-10](#)
 - installing and activating [1-16](#)
 - interactions and restrictions [1-12](#)
 - related topics [1-17](#)
 - service parameters [1-17](#)
 - system requirements [1-11](#)
 - proxy user, creating for Web Dialer [17-12](#)
-
- Q**
- QRT
 - activating [38-15](#)

- activating CEF service [38-22](#)
- adding softkey template to phones [38-20](#)
- alarms and traces [38-22](#)
- architecture overview [38-4](#)
- can't make calls (figure) [38-14](#)
- can't make calls (table) [38-14](#)
- Cisco Extended Functions service [38-7](#)
- components [38-3](#)
- configuration checklist (table) [38-2](#)
- configuring [38-16](#)
- configuring softkey template in common device configuration [38-19](#)
- creating softkey template [38-17](#)
- description [38-3](#)
- extended menu choices [38-10](#)
- information to users [38-30](#)
- installing [38-15](#)
- interactions [38-15](#)
- IP phone support [38-6](#)
- IPv6 [29-19](#)
- overview [38-1](#)
- phone configuration (figure) [38-21](#)
- phone interface (figure) [38-11](#)
- phone interface display (figure) [38-10](#)
- phone recently rebooted (table) [38-13](#)
- problem categories (table) [38-11](#)
- problems with last call (table) [38-13](#)
- problem with phone that recently rebooted (figure) [38-14](#)
- QRT Viewer [38-25](#)
- reason codes (table) [38-11](#)
- related topics [38-32](#)
- reporting problem with current call (figure) [38-12](#)
- reporting problem with last call (figure) [38-13](#)
- reports
 - described [38-26](#)
 - fields by supported category [38-28](#)
- restrictions [38-15](#)
- securing signaling connections [38-8](#)

- serviceability features [38-21](#)
- setting service parameters [38-24](#)
- softkey [38-17](#)
- softkey layout configuration (figure) [38-19](#)
- softkey template configuration window (figure) [38-17](#)
- softkey template configuration window after copy (figure) [38-18](#)
- system requirements [38-6](#)
- troubleshooting [38-30](#)
- user interface [38-9](#)
- using [38-9](#)
- voice quality feedback (figure) [38-10](#)

Quality Report Tool (QRT)

See QRT

R

recording

- adding user for application (figure) [34-64](#)
- adding user to groups (figure) [34-65](#)
- agent conference (figure) [34-52](#)
- application-invoked [34-17](#)
- application-invoked (figure) [34-49](#)
- architecture (figure) [34-4](#)
- automatic [34-17](#)
- automatic (figure) [34-19](#)
- barged call (figure) [34-52](#)
- BIB [34-58](#)
- call characteristics [34-55](#)
- call display [34-58](#)
- call information [34-58](#)
- call preservation [34-58](#)
- calls do not survive agent hold (figure) [34-50](#)
- codec for calls (figure) [34-56](#)
- configuration checklist (figure) [34-1](#)
- configuring [34-63](#)
- configuring calling search spaces (figure) [34-67](#)
- configuring tones (figure) [34-66](#)

- creating a route pattern for the recorder (figure) [34-72](#)
 - creating recorder redundancy (figure) [34-73](#)
 - creating SIP trunk that points to the recorder (figure) [34-71](#)
 - CTI event delivery (figure) [34-59](#)
 - CTI requirements [34-59](#)
 - described [34-1](#)
 - enabling for a line appearance (figure) [34-68](#)
 - firewalls (figure) [34-57](#)
 - hardware requirements [34-60](#)
 - interactions listed [34-60](#)
 - interactions with CTI and JTAPI/TSP applications [34-60](#)
 - interactions with other features [34-61](#)
 - introducing [34-2](#), [34-16](#)
 - IPv6 [29-19](#)
 - limitations listed [34-61](#)
 - limiting codec usage [34-56](#)
 - modes [34-17](#)
 - notification tones [34-55](#)
 - one-way media [34-57](#)
 - one-way media (figure) [34-57](#)
 - overview (figure) [34-3](#)
 - play tone behavior [34-55](#)
 - profiles
 - creating (figure) [34-69](#)
 - recorder as SIP trunk device [34-18](#)
 - related topics [34-75](#)
 - restrictions
 - security [34-62](#)
 - with intercom [34-62](#)
 - service parameters [34-74](#)
 - simultaneous with monitoring (figure) [34-54](#)
 - streaming through the agent IP phone (figure) [34-6](#)
 - supported devices [1-11](#), [20-9](#), [21-4](#), [34-6](#)
 - system requirements [34-59](#)
 - terminology [34-3](#)
 - turn on IP phone BIB to allow (figure) [34-64](#)
- Redirector servlet
- configuring [17-11](#)
 - redundancy
 - creating for recorders (figure) [34-73](#)
 - MOH servers [36-9](#)
 - Web Dialer [17-3](#)
 - remote destination profiles
 - associating a directory number [14-43](#)
 - configuration [14-39](#)
 - configuration settings (table) [14-39](#)
 - remote destinations
 - configuration settings (table) [14-44](#)
 - configuring [14-43](#)
 - intelligent session control [14-17](#)
 - Remote Resume
 - interactions with logical partitioning [32-34](#)
 - requirements
 - Call Back [2-6](#)
 - Cisco Extension Mobility [9-13](#)
 - Cisco Unified Mobility [14-34](#)
 - with Cisco Unified Mobility Advantage [15-19](#)
 - device mobility [20-9](#)
 - hold reversion [25-8](#)
 - retry timer Trr example (figure) [35-19](#)
 - reverse callback
 - dial-via-office with Cisco Unified Mobility [15-10](#)
 - reverted calls [25-5](#)
 - Ringlist.xml file format [19-2](#)
 - route groups
 - binding to a local route group [31-4](#)
 - local
 - and called party transformations [31-11](#)
 - and forwarding [31-14](#)
 - and route plan report [31-14](#)
 - and supplementary services [31-14](#)
 - binding a provisioned route group [31-4](#)
 - called digits transformation (figure) [31-12](#)
 - described [31-4](#)
 - installing and activating [31-15](#)
 - interactions [31-13](#)

- introduction [31-3](#)
- mixed route list restrictions [31-15](#)
- provisioning local offnet access with (figure) [31-8](#)
- provisioning local offnet access without (figure) [31-7](#)
- provisioning TEHO with (figure) [31-11](#)
- provisioning TEHO without (figure) [31-10](#)
- restrictions [31-15](#)
- routing with [31-5](#)
- supported devices [31-13](#)
- system requirements [31-13](#)

route lists

- and geolocations [24-8](#)
- interactions with logical partitioning [32-35](#)
- interaction with Presence [37-6](#)
- logical partitioning geolocation usage [32-10](#)

route patterns

- creating for the recorder (figure) [34-72](#)

route plan report

- and local route groups [31-14](#)

routing

- simple with local route groups [31-6](#)

RSVP

- IPv6 [29-19](#)

S

SAF [3-1](#)

SCCP

- status notification for DND [21-3](#)

security

- Cisco Unified Communications Manager Assistant [11-28, 12-19](#)

- IPMASecureSysUser [11-28, 12-19](#)

- Presence authorization [37-9](#)

- with monitoring feature [34-62](#)

- with recording feature [34-62](#)

service parameters

barge [1-17](#)

CDR [33-7](#)

external call transfer restrictions [23-7](#)

for call pickup [6-26](#)

for Cisco Extension Mobility (table) [9-20](#)

for monitoring and recording [34-74](#)

for recording and monitoring (figure) [34-67](#)

MLPP [35-29](#)

Presence [37-13](#)

privacy [1-17](#)

privacy on hold [1-17](#)

Web Dialer [17-6](#)

services

- adding the Cisco Extension Mobility service [9-19](#)

- supplementary for MLPP [35-33](#)

shared conference bridges and cBarge [1-16](#)

shared lines

- and geolocations [24-8](#)

- interactions with logical partitioning [32-33](#)

- logical partitioning geolocation usage [32-10](#)

- MLPP interaction [35-31](#)

single button barge

- party entrance tone [1-9](#)

- PLAR support [1-13](#)

single sign on

- CLI commands [39-5](#)

- configuration checklist (table) [39-1](#)

- configuring [39-3](#)

- configuring client browsers [39-4](#)

- configuring FireFox [39-5](#)

- configuring Internet Explorer [39-5](#)

- configuring OpenAM [39-3](#)

- configuring Windows single sign on with Active Directory and OpenAM [39-4](#)

- described [39-2](#)

- importing OpenAM certificates [39-4](#)

- installing and activating [39-3](#)

- overview [39-1](#)

- related topics [39-7](#)

- system requirements [39-2](#)
- utils sso disable CLI command [39-6](#)
- utils sso enable CLI command [39-5](#)
- utils sso status CLI command [39-7](#)

SIP

- DND status notification [21-3](#)
- recorder as SIP trunk device [34-18](#)
- trunks
 - creating to point to the recorder (figure) [34-71](#)
 - URI dialing with Cisco Unified Mobility [14-16](#)

SIP trunks

- configuration requirement for logical partitioning [32-21](#)
- interactions with logical partitioning [32-21](#)
- IPv6 [29-13](#)
- location conveyance [24-22](#)
- logical partitioning interaction with geolocation conveyance [32-19](#)

softkeys

- barge [1-8](#)
- cBarge [1-9](#)
- configuring mobility [14-61](#)
- templates for MCID [33-8, 33-9](#)

SRST

- intercom usage [28-6](#)

supplementary services

- call forwarding [35-34](#)
- call pickup [35-36](#)
- call transfer [35-35](#)
- hunt pilots and hunt lists [35-36](#)
- multiple appearance lines [35-33](#)
- overview [35-33](#)
- three-way calling [35-35](#)

system remote access

- H.323 configuration
 - no hairpinning [14-50](#)
 - using hairpinning [14-53](#)

system requirements

- call pickup [6-22](#)

T

T.38 Fax

- IPv6 [29-20](#)

tail end hop off (TEHO)

- and local route groups [31-9](#)

TEHO

- and local route groups [31-9](#)

templates, softkey

- MCID [33-8, 33-9](#)

TFTP

- IPv6 [29-15](#)

time-of-day access

- with Cisco Unified Mobility
 - configuration checklist (table) [14-13](#)
 - described [14-12](#)
 - important notes [14-14](#)

TLS, securing connection to CTI [38-8](#)

trace settings, Web Dialer [17-14](#)

transfer

- external call transfer restrictions [23-1](#)
- IPv6 [29-20](#)

transfer hold, example with MOH [36-8](#)

transformations

- called party with local route groups [31-11](#)

translation patterns

- for call display restrictions [4-7](#)

Trr retry timer preemption example (figure) [35-19](#)

trunks

- interaction with Presence [37-5](#)
- IPv6 and SIP trunks [29-13](#)
- selection for MLPP
 - example (figure) [35-28](#)
 - explained [35-26](#)

U

unicast

- audio sources for MOH [36-13](#)

explained [36-13](#)

URI

dialing with Cisco Unified Mobility [14-16](#)

user hold, example with MOH [36-8](#)

Webdialer [17-2, 17-6](#)

system requirements [17-4](#)

trace settings [17-14](#)

V

video

IPv6 [29-20](#)

voice mail

interaction with call display restrictions [4-6](#)

W

Web Dialer

activating [17-5](#)

adding users to standard Cisco Unified Communications Manager end users group [17-12](#)

configuration checklist (table) [17-1](#)

configuring [17-6](#)

configuring application dial rules [17-11](#)

configuring for local language [17-10](#)

configuring Redirector servlet [17-11](#)

creating a proxy user [17-12](#)

installing [17-5](#)

interactions [17-4](#)

interactions and restrictions [17-4](#)

introducing [17-2](#)

locale settings in Microsoft Internet Explorer (figure) [17-10](#)

overview [17-1](#)

partition support [17-11](#)

redundancy [17-3](#)

related topics [17-14](#)

restrictions [17-5](#)

secure TLS connection [17-9](#)

service parameters [17-6](#)

servlet

Redirector [17-3](#)

