



## Preface

---

This preface describes the purpose, audience, organization, and conventions of this guide and provides information on how to obtain related documentation.



### Note

This document may not represent the latest Cisco product information available. You can obtain the most current documentation by accessing Cisco's product documentation page at this URL:

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html)

---

The preface covers these topics:

- [Purpose, page xxv](#)
- [Audience, page xxv](#)
- [Organization, page xxvi](#)
- [Related Documentation, page xxvi](#)
- [Conventions, page xxvii](#)
- [Obtaining Documentation and Submitting a Service Request, page xxviii](#)
- [Cisco Product Security Overview, page xxviii](#)

## Purpose

The *Cisco Unified Communications Manager System Guide* provides conceptual information about Cisco Unified Communications Manager (formerly Cisco Unified CallManager) and its components as well as tips for setting up features by using Cisco Unified Communications Manager Administration. This book acts as a companion to the *Cisco Unified Communications Manager Administration Guide*, which provides instructions for administering the Cisco Unified Communications Manager system, including descriptions of procedural tasks that you complete by using Cisco Unified Communications Manager Administration.

## Audience

The *Cisco Unified Communications Manager System Guide* provides information for network administrators who are responsible for managing the Cisco Unified Communications Manager system. This guide requires knowledge of telephony and IP networking technology.

# Organization

The following table shows the organization of this guide:

Part	Description
Part 1	<p>“Understanding Cisco Unified Communications Manager”</p> <p>Provides an overview of Cisco Unified Communications Manager and Cisco Unified Communications network components.</p>
Part 2	<p>“Understanding Cisco Unified Communications Manager System Configuration”</p> <p>Details the basic configuration flow for a Cisco Unified Communications Manager system and explains system-level configuration concepts and settings.</p>
Part 3	<p>“Dial Plan Architecture”</p> <p>Describes route plans, partitions, calling search spaces, time-of-day routing, directory numbers, and dial rules.</p>
Part 4	<p>“Directory, User Configuration, and Credential Policy”</p> <p>Provides information about the directory, application users, end users, and credential policy.</p>
Part 5	<p>“Media Resources”</p> <p>Explains how to manage and configure media resources such as transcoders, annunciators, conference bridges, media termination points, music on hold audio sources, and music on hold servers.</p>
Part 6	<p>“Voice Mail and Messaging Integration”</p> <p>Discusses how to integrate voice mail and messaging solutions with Cisco Unified Communications Manager.</p>
Part 7	<p>“System Features”</p> <p>Describes additional system-wide features such as call park, call pickup, and Cisco Unified IP Phone services.</p>
Part 8	<p>“Devices and Protocols”</p> <p>Explains how to configure supported voice gateways, protocols, Cisco Unified IP Phones, video telephony, and software applications for Cisco Unified Communications Manager.</p>
Part 9	<p>“System Maintenance”</p> <p>Describes administrative tools and system maintenance for your Cisco Unified Communications Manager system.</p>

## Related Documentation

See the following documents for further information about related Cisco Unified Communications applications and products:

- *Installing Cisco Unified Communications Manager Release 8.5(1)*
- *Upgrading Cisco Unified Communications Manager Release 8.5(1)*

- *Cisco Unified Communications Manager Documentation Guide*
- *Release Notes for Cisco Unified Communications Manager Release 8.5(1)*
- *Cisco Unified Communications Manager Administration Guide*
- *Cisco Unified Communications Manager Features and Services Guide*
- *Cisco Unified Serviceability Administration Guide*
- *Cisco Unified Communications Manager Call Detail Records Administration Guide*
- *Cisco Unified Real-Time Monitoring Tool Administration Guide*
- *Troubleshooting Guide for Cisco Unified Communications Manager*
- *Cisco Unified IP Phone Administration Guide for Cisco Unified Communications Manager*
- *Cisco Unified Communications Manager Bulk Administration Guide*
- *Cisco Unified Communications Manager Security Guide*
- *Cisco Unified Communications Solution Reference Network Design (SRND)*

## Conventions

This document uses the following conventions:

Convention	Description
<b>boldface font</b>	Commands and keywords are in <b>boldface</b> .
<i>italic font</i>	Arguments for which you supply values are in <i>italics</i> .
[ ]	Elements in square brackets are optional.
{ x   y   z }	Alternative keywords are grouped in braces and separated by vertical bars.
[ x   y   z ]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in <code>screen font</code> .
<b>boldface screen font</b>	Information you must enter is in <b>boldface screen font</b> .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .
→	This pointer highlights an important line of text in an example.
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords, are in angle brackets.

Notes use the following conventions:



### Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Timesavers use the following conventions:



**Timesaver**

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

Tips use the following conventions:



**Tip**

Means *the information contains useful tips*.

Cautions use the following conventions:



**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following conventions:



**Warning**

**This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents.**

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

## Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at [http://www.access.gpo.gov/bis/ear/ear\\_data.html](http://www.access.gpo.gov/bis/ear/ear_data.html).