



A

AAR

MLPP interaction [13-26](#)

access

restricting with partitions [10-3](#)

access control

MLPP numbering plan

example (figure) [13-20](#)

explained [13-19](#)

precedence patterns

example (figure) [13-20](#)

explained [13-19](#)

ac user

associating with devices and pilot points [16-27](#)

configuring [16-20](#)

alternate party diversion (APD)

example (figure) [13-9](#)

explained [13-9](#)

announcements

blocked precedence [13-18](#)

blocked precedence (figure) [13-18](#)

busy station [13-18](#)

MLPP [13-16](#)

unauthorized precedence [13-17](#)

unauthorized precedence (figure) [13-17](#)

application dial rules

configuring for WebDialer [15-10](#)

Attendant Console, Cisco CallManager

associating devices and pilot points with the ac user [16-27](#)

client configuration settings (table) [16-35](#)

configuration checklist [16-16](#)

configuring [16-15](#)

configuring attendant settings [16-35](#)

configuring held icon timers [16-37](#)

CorporateDirectory.txt file

creating and uploading [16-31](#)

deleting [16-33](#)

dependency records [16-38](#)

directory [16-9](#)

hunt groups

configuration settings (table) [16-29](#)

deleting members [16-30](#)

understanding [16-2](#)

viewing members [16-30](#)

installation and activation [16-15](#)

installing [16-33](#)

interactions [16-13](#)

overview [16-1](#)

performance monitors [16-38](#)

pilot points

configuration settings [16-24](#)

configuring [16-23](#)

deleting [16-26](#)

finding [16-22](#)

resetting [16-26](#)

understanding [16-2](#)

redundancy [16-11](#)

restrictions [16-14](#)

service parameters [16-31](#)

starting after installing Windows XP SP2 [16-34](#)

system requirements [16-12](#)

users

configuration settings [16-19](#)

configuring [16-17](#)

- configuring the ac user [16-20](#)
- deleting [16-20](#)
- finding [16-17](#)
- understanding [16-2](#)

audio sources

- configuring [6-16](#)
- creating for MOH [6-9](#)
- default MOH sample [6-9](#)
- for MOH [6-8](#)
- managing for MOH [6-10](#)
- multicast [6-10](#)
- storing for MOH [6-9](#)
- unicast [6-10](#)

- auto call pickup [10-2](#)

automated alternate routing (AAR)

- MLPP interaction [13-26](#)

B

bandwidth

- insufficient with AAR for MLPP [13-26](#)

barge

- activating with built-in conference bridge [8-8](#)
- configuration checklist (table) [8-9](#)
- installing and activating [8-8](#)
- interactions and restrictions [8-6](#)
- overview [8-1](#)
- service parameters [8-10](#)
- softkey [8-3](#)
- system requirements [8-5](#)

BLF/SpeedDial

- buttons [20-19](#)
- configuration settings (table) [20-20](#)
- configuring [20-18](#)

built-in conference bridge

- barge [8-8](#)

C

call display restrictions

- configuration checklist (table) [17-5](#)
- configuring [17-5](#)
- configuring in user device profile [1-19](#)
- enabling [17-2](#)
- interactions [17-3](#)
- introduction [17-1](#)
- overview [17-1](#)
- sample configurations [17-8](#)
- scenarios [17-3](#)
- system requirements [17-3](#)

call forward

- MLPP interaction [13-24](#)

calling search spaces

- Cisco IP Manager Assistant (IPMA)
 - configuration tips [2-16](#)
- SUBSCRIBE (for Presence) [20-8, 20-13](#)

call park

- configuration checklist (table) [9-6](#)
- configuration settings (table) [9-10](#)
- configuring [9-6](#)
- configuring a number [9-9](#)
- deleting a number [9-11](#)
- example with MOH [6-5](#)
- finding a number [9-7](#)
- installing and activating [9-6](#)
- interactions [9-4](#)
- introduction [9-1](#)
- overview [9-1](#)
- restrictions [9-6](#)
- setting service parameters [9-7](#)
- system requirements [9-4](#)
- troubleshooting [9-11](#)
- usage example [9-2](#)

call pickup group

- assigning call pickup group to a directory number [10-14](#)
- auto call pickup [10-2](#)

- configuration checklist (table) [10-6](#)
- configuration settings (table) [10-12](#)
- configuring [10-1, 10-11](#)
- defining a pickup group for other group call pickup [10-13](#)
- deleting [10-13](#)
- finding [10-10](#)
- installing and activating [10-1](#)
- interactions and restrictions [10-4](#)
- introducing [10-1](#)
- restricting access [10-3](#)
- setting the service parameters [10-9](#)
- system requirements [10-1, 10-3](#)
- using with partitions [10-3](#)
- call preservation
 - with MLPP [13-26](#)
- call queuing [16-9](#)
- call transfer
 - MLPP interaction [13-25](#)
- call waiting
 - MLPP interaction [13-25](#)
- cBarge
 - activating with shared conference bridge [8-8](#)
 - softkey [8-4](#)
- CDR
 - recording for precedence calls [13-24](#)
- channel nonpreemptable [13-12](#)
- Cisco Call Back
 - additional information for Cisco Call Back notification with SIP phones [4-5](#)
 - configuration checklist [4-7](#)
 - description [4-1](#)
 - interactions and restrictions [4-5](#)
 - interactions with Call Forward, iDivert, and Voice-Mail System features [4-6](#)
 - overview [4-1](#)
 - setting service parameters [4-9](#)
 - softkey template [4-7](#)
 - suspend/resume functionality [4-4](#)
 - system requirements [4-4](#)
 - understanding [4-2](#)
- Cisco CallManager
 - configuring for Cisco CallManager AutoAttendant [7-5](#)
 - MOH servers [6-6](#)
- Cisco CallManager Attendant Console
 - associating devices and pilot points with ac user [16-27](#)
 - client configuration settings (table) [16-35](#)
 - configuration checklist [16-16](#)
 - configuring [16-15](#)
 - configuring attendant settings [16-35](#)
 - configuring held icon timers [16-37](#)
- CorporateDirectory.txt file
 - creating and uploading [16-31](#)
 - deleting [16-33](#)
- dependency records [16-38](#)
- directory [16-9](#)
- hunt groups
 - configuration settings (table) [16-29](#)
 - deleting members [16-30](#)
 - understanding [16-2](#)
 - viewing members [16-30](#)
- installation and activation [16-15](#)
- installing [16-33](#)
- interactions [16-13](#)
- overview [16-1](#)
- performance monitors [16-38](#)
- pilot points
 - configuration settings [16-24](#)
 - configuring [16-23](#)
 - deleting [16-26](#)
 - finding [16-22](#)
 - resetting [16-26](#)
 - understanding [16-2](#)
- redundancy [16-11](#)
- restrictions [16-14](#)
- Server [16-10](#)
- service parameters [16-31](#)
- starting after installing Windows XP SP2 [16-34](#)
- system requirements [16-12](#)

- users
 - configuration settings [16-19](#)
 - configuring [16-17](#)
 - configuring the ac user [16-20](#)
 - deleting [16-20](#)
 - finding [16-17](#)
 - understanding [16-2](#)
- Cisco CallManager AutoAttendant [7-5](#)
 - adding a JTAPI call control group [7-11](#)
 - adding to Cisco CRS [7-16, 7-17](#)
 - CCM AA and the CRS engine [7-4](#)
 - choose media types [7-15](#)
 - cluster setup [7-10](#)
 - components [7-3](#)
 - configuration (table) [7-5](#)
 - configuring welcome prompt [7-22](#)
 - customizing [7-20](#)
 - description [7-1](#)
 - installation requirements [7-3](#)
 - installing [7-4](#)
 - installing or upgrading [7-4](#)
 - installing the CRS engine [7-3](#)
 - managing [7-24](#)
 - modifying instance [7-20](#)
 - modifying prompts [7-21](#)
 - overview [7-2](#)
 - provisioning Cisco media termination subsystem [7-15](#)
 - recording welcome prompt [7-21](#)
 - script [7-2](#)
 - server setup [7-11](#)
 - understanding [7-1](#)
 - uploading spoken name [7-23](#)
- Cisco CallManager Extension Mobility
 - adding [1-15](#)
 - configuration checklist [1-13](#)
 - configuration checklist (table) [7-5](#)
 - configuration example [1-12](#)
 - configuring [1-11](#)
 - description [1-3](#)
 - device profiles [1-2](#)
 - illustrated (figure) [1-4](#)
 - installing [1-10](#)
 - interaction with Presence [20-9](#)
 - login call flow [1-6](#)
 - logout call flow [1-7](#)
 - overview [1-1](#)
 - subscribing [1-24](#)
 - system requirements [1-7](#)
 - user device profile, associating [1-23](#)
 - using [1-26](#)
- Cisco CRS engine [7-9](#)
 - adding Cisco CallManager AutoAttendant [7-16, 7-17](#)
 - configuring for Cisco CallManager AutoAttendant [7-9](#)
 - starting and stopping [7-24](#)
 - viewing trace settings [7-24](#)
- Cisco Customer Response Platform
 - components [7-3](#)
- Cisco IP Manager Assistant (IPMA)
 - architecture overview [2-2, 3-2](#)
 - assistant console dialog options [2-32, 3-22](#)
 - assistant console interface [2-4, 3-3](#)
 - assistant interfaces [2-5, 3-4](#)
 - bulk administration tool [1-9, 2-7, 3-6](#)
 - calling search space and partitions
 - configuration tips [2-16](#)
 - Cisco IP Phone interface [2-4, 3-4](#)
 - Cisco IP Phone Services, configuration tips [2-20](#)
 - configuration checklist for proxy line support (table) [2-11](#)
 - configuration checklist with shared line support (table) [3-9](#)
 - configuration wizard for proxy line [2-13](#)
 - configuring assistant phones
 - tips [2-23](#)
 - configuring assistant proxy and incoming intercom lines [2-28](#)
 - configuring manager and assigning assistant for proxy line [2-25](#)

- configuring manager and assigning assistant for shared line [3-16](#)
- configuring manager phones
 - tips [2-22](#)
- configuring manager primary and incoming intercom lines [2-25, 3-16](#)
- configuring shared and incoming intercom lines for assistant [3-18](#)
- database and directory access architecture
 - understanding [2-5, 3-4](#)
- deleting assistant information [2-29, 3-20](#)
- deleting manager information [2-26, 3-17](#)
- dial rules configuration [2-31, 3-21](#)
- extension mobility [2-7, 3-6](#)
- installing and activating [2-10, 3-8](#)
- installing the assistant console application [2-32, 3-22](#)
- IPMASecureSysUser [2-20, 3-13](#)
- manager and assistant phone configuration [2-21, 3-13](#)
- manager assistant administration interface [2-6, 3-5](#)
- manager configuration [2-32, 3-23](#)
- manager interfaces [2-5, 3-4](#)
- multilevel precedence and preemption [2-9](#)
- Multilevel Precedence and Preemption (MLPP) [3-8](#)
- phones
 - configuration tips [2-24, 3-15](#)
- providing information to managers and assistants [2-31, 3-22](#)
- reporting tools [2-8, 3-7](#)
- restrictions [2-9, 3-8](#)
- route point
 - configuration tips [2-17](#)
- security [2-20, 3-13](#)
- setting service parameters [2-18, 3-11](#)
- softkeys [2-5, 3-4](#)
- starting the Cisco IPMA service [2-20, 3-13](#)
- system configuration with proxy line [2-13](#)
- system requirements [2-6, 3-5](#)
- time-of-day routing [2-9](#)
- understanding [2-2, 3-2](#)
- updating assistant information [2-30, 3-20](#)

- updating manager information [2-27, 3-18](#)
- Cisco IP Phone Services
 - Cisco IP Manager Assistant (IPMA)
 - configuration tips [2-20](#)
- Cisco WebDialer [15-1](#)
- Client Matter Codes
 - configuration checklist (table) [5-5](#)
 - configuration settings (table) [5-8](#)
 - configuring [5-7](#)
 - CTI, JTAPI, and TAPI usage [5-4](#)
 - deleting [5-8](#)
 - described [5-2](#)
 - enabling for route patterns [5-8](#)
 - finding [5-6](#)
 - installation [5-5](#)
 - interactions [5-3](#)
 - requirements [5-5](#)
 - restrictions [5-3](#)
 - system requirements [5-5](#)
 - user information [5-13](#)
- common network facility preemption
 - example (figure) [13-13](#)
 - example with retry timer Trr (figure) [13-14](#)
 - explained [13-12](#)
- CorporateDirectory.txt file
 - creating and uploading [16-31](#)
 - deleting [16-33](#)
- CRS
 - server setup [7-11](#)
- CRS engine
 - hardware and software requirements [7-3](#)
- CTI route points
 - Cisco IP Manager Assistant (IPMA) configuration tips [2-17](#)
- Customer Response Solutions
 - server [7-11](#)
- Customer Response Solutions engine
 - installing and upgrading [7-3](#)

custom phone rings

- creating [14-3](#)
- customizing files [14-2](#)
- introduction [14-1](#)
- overview [14-1](#)
- PCM file requirements [14-3](#)

D

database

- scalability [6-7](#)

dependency records

- Cisco CallManager Attendant Console [16-38](#)

device profiles

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

directory

- Cisco CallManager Attendant Console, understanding [16-9](#)

directory number

- assigning a call pickup group [10-14](#)

directory server settings, Cisco CallManager AutoAttendant [7-10](#)

domain

- identifier for MLPP [13-6](#)

E

enterprise parameters

- MLPP [13-29](#)
- Presence [20-12](#)

external call transfer restrictions

- block offnet to offnet transfer service parameter [19-7](#)
- call classification service parameter [19-7](#)
- configuration checklist (table) [19-6](#)
- gateway configuration [19-7](#)
- installing and activating [19-5](#)
- interactions [19-5](#)
- overview [19-1](#)
- restrictions [19-5](#)

- route pattern configuration [19-8](#)
- service parameters [19-7](#)
- system requirements [19-4](#)
- trunk configuration [19-8](#)

F

features

- barge [8-1](#)
- call display restrictions [17-1](#)
- call park [9-1](#)
- Cisco IP Manager Assistant (IPMA)
 - assistant console interface [2-4, 3-3](#)
 - assistant interfaces [2-5, 3-4](#)
 - bulk administration tool [1-9, 2-7, 3-6](#)
 - calling search space and partitions [2-16](#)
 - Cisco IP Phone interface [2-4, 3-4](#)
 - Cisco IP Phone Services [2-20](#)
 - configuration checklist for proxy line support (table) [2-11](#)
 - configuration checklist with shared line support (table) [3-9](#)
 - extension mobility [2-7, 3-6](#)
 - manager assistant administration interface [2-6, 3-5](#)
 - manager interfaces [2-5, 3-4](#)
 - multilevel precedence and preemption [2-9](#)
 - Multilevel Precedence and Preemption (MLLP) [3-8](#)
 - phones [2-24, 3-15](#)
 - reporting tools [2-8, 3-7](#)
 - route point [2-17](#)
 - softkeys [2-5, 3-4](#)
 - time-of-day routing [2-9](#)
 - understanding [2-2, 3-2](#)
 - understanding architecture [2-2, 3-2](#)
 - understanding database and directory access architecture [2-5, 3-4](#)
- external call transfer restrictions [19-1](#)
- immediate divert [11-1](#)
- Malicious Call ID (MCID) [12-1](#)

Multilevel Precedence and Preemption (MLPP)
 using with Cisco IPMA [3-8](#)

Presence [20-1, 20-2](#)

privacy [8-1](#)

QRT [18-1](#)

WebDialer [15-1](#)

file format

 Ringlist.xml [14-2](#)

fixed audio source

 configuration settings (table) [6-23](#)

 configuring [6-21, 6-22](#)

 deleting [6-22](#)

Forced Authorization Codes

 configuration checklist (table) [5-5](#)

 configuration settings (table) [5-11](#)

 configuring [5-10](#)

 CTI, JTAPI, and TAPI usage [5-4](#)

 deleting [5-11](#)

 described [5-2](#)

 enabling for route patterns [5-12](#)

 finding [5-9](#)

 installation [5-5](#)

 interactions [5-3](#)

 requirements [5-5](#)

 restrictions [5-3](#)

 system requirements [5-5](#)

 user information [5-13](#)

G

group call pickup

 configuration settings (table) [10-12](#)

H

held icon timers, configuring [16-37](#)

hunt groups

 broadcast, understanding [16-8](#)

 circular, understanding [16-6](#)

 configuration settings (table) [16-29](#)

 configuring [16-28](#)

 deleting members [16-30](#)

 linked, understanding [16-5](#)

 understanding [16-2](#)

 viewing members [16-30](#)

immediate divert

 configuration checklist (table) [11-7](#)

 installing and activating [11-7](#)

 interactions [11-5](#)

 more information [11-8](#)

 overview [11-1](#)

 restrictions [11-6](#)

 setting service parameters [11-8](#)

 system requirements [11-2](#)

 using [11-4](#)

indication enabled [13-7](#)

insufficient bandwidth

 AAR for MLPP [13-26](#)

L

lines

 interaction with MLPP [13-24](#)

login call flow

 Cisco CallManager Extension Mobility [1-6](#)

logout call flow

 Cisco CallManager Extension Mobility [1-7](#)

M

malicious call ID

 adding a softkey template [12-6](#)

 configuration checklist (table) [12-4](#)

- configuring alarms [12-6](#)
- explained
- giving MCID to users [12-7](#)
- installing [12-4](#)
- interactions [12-2](#)
- overview [12-1](#)
- removing MCID feature [12-7](#)
- restrictions [12-4](#)
- services [12-1](#)
- setting service parameters [12-5](#)
- system requirements [12-2](#)
- troubleshooting [12-8](#)
- using feature with Cisco CallManager [12-2](#)
 - feature code [12-2](#)
- Malicious Call Identification (MCID), see malicious call ID
- MCGP
 - and MLPP [13-26](#)
- MLPP
 - activating [13-28](#)
 - announcements
 - blocked precedence [13-18](#)
 - blocked precedence (figure) [13-18](#)
 - busy station [13-18](#)
 - explained [13-16](#)
 - unauthorized precedence [13-17](#)
 - unauthorized precedence (figure) [13-17](#)
 - automated alternate routing (AAR) [13-26](#)
 - call forward [13-24](#)
 - call preservation [13-26](#)
 - call transfer [13-25](#)
 - call waiting [13-25](#)
 - CDR recording [13-24](#)
 - configuration checklist (table) [13-28](#)
 - described [13-1](#)
 - domain [13-6](#)
 - enterprise parameters [13-29](#)
 - hierarchical configuration [13-23](#)
 - indication [13-7](#)
 - installing [13-28](#)
 - interactions [13-26, 13-27](#)
 - introducing [13-1](#)
 - line feature interaction [13-24](#)
 - MGCP [13-26](#)
 - numbering plan
 - example (figure) [13-20](#)
 - explained [13-19](#)
 - precedence
 - alternate party diversion (APD) [13-9](#)
 - alternate party diversion example (figure) [13-9](#)
 - call setup [13-8](#)
 - explained [13-3](#)
 - patterns [13-7](#)
 - precedence patterns
 - example (figure) [13-20](#)
 - explained [13-19](#)
 - preemption
 - common network facility [13-12](#)
 - common network facility example (figure) [13-13](#)
 - common network facility example with retry timer Trr (figure) [13-14](#)
 - details [13-11](#)
 - enabled [13-10](#)
 - explained [13-6](#)
 - receiving [13-10](#)
 - user access [13-11](#)
 - user access channel nonpreemptable [13-12](#)
 - user access example (figure) [13-11](#)
- PRI [13-26](#)
- restrictions [13-26, 13-27](#)
- service parameter [13-23](#)
- shared lines [13-25](#)
- terminology [13-2](#)
- trunk selection
 - example (figure) [13-22](#)
 - explained [13-21](#)
- modifying files [14-2](#)

MOH

- audio sources [6-16](#)
 - configuration settings (table) [6-19](#)
 - configuring [6-18](#)
 - deleting [6-19](#)
 - explained [6-8](#)
 - finding [6-17](#)
- call park example [6-5](#)
- characteristics [6-3](#)
- configuration checklist (table) [6-14](#)
- configuring [6-23](#)
- creating audio sources [6-9](#)
- database scalability [6-7](#)
- default MOH sample [6-9](#)
- definitions [6-2](#)
- described [6-1](#)
- failover and fallback [6-13](#)
- features
 - database requirements [6-6](#)
 - database scalability [6-7](#)
 - manageability [6-7](#)
 - MOH servers [6-5](#)
 - server manageability [6-6](#)
 - server redundancy [6-6](#)
 - server scalability [6-6](#)
- fixed audio source [6-21](#)
 - configuration settings (table) [6-23](#)
 - configuring [6-22](#)
 - deleting [6-22](#)
- functionality [6-4](#)
- list of topics [6-1](#)
- managing audio sources [6-10](#)
- monitoring performance
 - overview (table) [6-15](#)
 - service states [6-16](#)
- requirements and limits [6-12](#)
- server configuration settings (table) [6-26](#)
- servers
 - characteristics [6-5](#)
 - configuring [6-24](#)
 - database requirements [6-6](#)
 - explained [6-8](#)
 - finding [6-23](#)
 - manageability [6-6](#)
 - perfmon counters [6-15](#)
 - redundancy [6-6](#)
 - resetting [6-25](#)
 - scalability [6-6](#)
 - storing audio sources [6-9](#)
 - supported features [6-5](#)
 - transfer hold example [6-5](#)
 - understanding [6-1](#)
 - user hold example [6-5](#)
- multicast
 - audio sources for MOH [6-10](#)
 - configuration checklist (table) [6-11](#)
 - explained [6-10](#)
- multilevel precedence and preemption
 - activating [13-28](#)
 - announcements
 - blocked precedence [13-18](#)
 - blocked precedence (figure) [13-18](#)
 - busy station [13-18](#)
 - explained [13-16](#)
 - unauthorized precedence [13-17](#)
 - unauthorized precedence (figure) [13-17](#)
- automated alternate routing (AAR) [13-26](#)
- call forward [13-24](#)
- call preservation [13-26](#)
- call transfer [13-25](#)
- call waiting [13-25](#)
- CDR recording [13-24](#)
- configuration checklist (table) [13-28](#)
- described [13-1](#)
- domain [13-6](#)
- enterprise parameters [13-29](#)
- hierarchical configuration [13-23](#)
- indication [13-7](#)

- installing [13-28](#)
- interactions [13-26, 13-27](#)
- introducing [13-1](#)
- line feature interaction [13-24](#)
- MGCP [13-26](#)
- numbering plan
 - example (figure) [13-20](#)
 - explained [13-19](#)
- precedence
 - alternate party diversion (APD) [13-9](#)
 - alternate party diversion example (figure) [13-9](#)
 - call setup [13-8](#)
 - explained [13-3](#)
 - patterns [13-7](#)
- precedence patterns
 - example (figure) [13-20](#)
 - explained [13-19](#)
- preemption
 - common network facility [13-12](#)
 - common network facility example (figure) [13-13](#)
 - common network facility example with retry timer Trr (figure) [13-14](#)
 - details [13-11](#)
 - enabled [13-10](#)
 - explained [13-6](#)
 - receiving [13-10](#)
 - user access [13-11](#)
 - user access channel nonpreemptable [13-12](#)
 - user access example (figure) [13-11](#)
- restrictions [13-26, 13-27](#)
- service parameter [13-23](#)
- shared lines [13-25](#)
- terminology [13-2](#)
- trunk selection
 - example (figure) [13-22](#)
 - explained [13-21](#)
- music on hold (MOH) [6-16, 6-21, 6-23](#)
 - audio sources [6-8](#)
 - call park example [6-5](#)

- characteristics [6-3](#)
- configuration checklist (table) [6-14](#)
- creating audio sources [6-9](#)
- default MOH sample [6-9](#)
- definitions [6-2](#)
- described [6-1](#)
- failover and fallback [6-13](#)
- functionality [6-4](#)
- list of topics [6-1](#)
- managing audio sources [6-10](#)
- monitoring performance
 - overview (table) [6-15](#)
 - service states [6-16](#)
- requirements and limits [6-12](#)
- servers
 - characteristics [6-5](#)
 - database requirements [6-6](#)
 - explained [6-8](#)
 - manageability [6-6](#)
 - perfmon counters [6-15](#)
 - redundancy [6-6](#)
 - scalability [6-6](#)
- storing audio sources [6-9](#)
- supported features [6-5](#)
- transfer hold example [6-5](#)
- understanding [6-1](#)
- user hold example [6-5](#)

N

- nonpreemptable user access channel [13-12](#)
- numbering plan
 - MLPP (figure) [13-20](#)
 - MLPP access control [13-19](#)

O

other call pickup
configuration checklist (table) [10-8](#)

P

parameters, service

CDR [12-5](#)

partitions

restricting access [10-3](#)

using call pickup [10-3](#)

partition support

overview [15-9](#)

PCM file requirements

for custom ring types [14-3](#)

perfmon counters

counter descriptions (table) [6-16](#)

using to view MOH servers [6-15](#)

phones

custom rings

creating [14-1, 14-3](#)

overview [14-1](#)

PCM file requirements [14-3](#)

interaction with Presence [20-2](#)

pilot points

associating with the ac user [16-27](#)

configuration settings [16-24](#)

configuring [16-23](#)

deleting [16-26](#)

finding [16-22](#)

resetting [16-26](#)

understanding [16-2](#)

precedence

alternate party diversion (APD)

example (figure) [13-9](#)

explained [13-9](#)

blocked [13-18](#)

blocked (figure) [13-18](#)

busy station [13-18](#)

call setup [13-8](#)

CDR recording [13-24](#)

explained [13-3](#)

patterns

access control [13-19](#)

MLPP (figure) [13-20](#)

setup [13-7](#)

unauthorized [13-17](#)

unauthorized (figure) [13-17](#)

preemption

common network facility [13-12](#)

common network facility example (figure) [13-13](#)

common network facility example with retry timer Trr
(figure) [13-14](#)

details [13-11](#)

enabled [13-10](#)

explained [13-6](#)

receiving [13-10](#)

user access [13-11](#)

user access channel nonpreemptable [13-12](#)

user access example (figure) [13-11](#)

Presence

authorization [20-7](#)

BLF/SpeedDial

configuration settings (table) [20-20](#)

configuring [20-18](#)

BLF/SpeedDial buttons

configuring [20-19](#)

configuration checklist (table) [20-10](#)

feature interactions and restrictions [20-9](#)

groups [20-4](#)

applying [20-17](#)

configuration example [20-5](#)

configuration settings (table) [20-15](#)

interaction examples [20-6, 20-7](#)

interaction with Extension Mobility [20-9](#)

interaction with phones and trunks [20-2](#)

interaction with route lists [20-4](#)

- more information [20-21](#)
- overview [20-1, 20-2](#)
- request
 - examples [20-3](#)
- SUBSCRIBE calling search space [20-8, 20-13](#)
- tips for presence group and presence authorization [20-18](#)

PRI

- and MLPP [13-26](#)

privacy

- activating [8-8](#)
- configuration checklist (table) [8-10](#)
- installing and activating [8-8](#)
- interactions and restrictions [8-6](#)
- overview [8-1](#)
- service parameters [8-10](#)
- system requirements [8-5](#)

- prompts, Cisco CallManager AutoAttendant [7-21](#)

proxy user

- creating for WebDialer [15-11](#)

Q

QRT

- adding softkey template to phones [18-20](#)
- Cisco Extended Functions service [18-5](#)
- configuration checklist [18-16](#)
- configuring [18-15](#)
- creating softkey template [18-16](#)
- description [18-1](#)
- extended menu choices [18-9](#)
- installing [18-14](#)
- interactions and restrictions [18-14](#)
- IP phone support [18-5](#)
- overview [18-1](#)
- problem categories and reason codes [18-10](#)
- QRT reports [18-26](#)
- securing signaling connections [18-7](#)
- serviceability features [18-21](#)

- setting service parameters [18-24](#)
- system requirements [18-5](#)
- user interface [18-8](#)
- using [18-8](#)
- using the QRT Viewer [18-26](#)
- Quality Report Tool (QRT) [18-1](#)

R

redirector servlet

- configuring [15-9](#)

redundancy

- Cisco CallManager Attendant Console [16-11](#)
- MOH servers [6-6](#)
- WebDialer [15-2](#)

requirements

- Cisco Call Back [4-4](#)
- Cisco CallManager Extension Mobility [1-7](#)

- retry timer Trr example (figure) [13-14](#)

- Ringlist.xml file format [14-2](#)

route list

- interaction with Presence [20-4](#)

S

security

- Cisco IPMA [2-20, 3-13](#)
- IPMASecureSysUser [2-20, 3-13](#)
- Presence authorization [20-7](#)

service parameters

- barge [8-10](#)
- CDR [12-5](#)
- external call transfer restrictions [19-7](#)
- MLPP [13-23](#)
- Presence [20-12](#)
- privacy [8-10](#)
- WebDialer [15-6](#)

services

Cisco CallManager Extension Mobility, adding [1-15](#)

shared conference bridge

cBarge [8-8](#)

shared lines

MLPP interaction [13-25](#)

softkey

barge [8-3](#)

cBarge [8-4](#)

templates for MCID [12-6](#)

spoken name, uploading [7-23](#)

standard CCM end users group

adding users for WebDialer [15-10](#)

T

templates, softkey

MCID [12-6](#)

trace settings

WebDialer [15-12](#)

transfer

external call transfer restrictions [19-1](#)

transfer hold, example with MOH [6-5](#)

Trr retry timer preemption example (figure) [13-14](#)

trunks

interaction with Presence [20-2](#)

selection for MLPP

example (figure) [13-22](#)

explained [13-21](#)

U

unicast

audio sources for MOH [6-10](#)

explained [6-10](#)

user hold, example with MOH [6-5](#)

users

Cisco CallManager Attendant Console

configuring [16-17](#)

understanding [16-2](#)

W

WebDialer

adding users to standard CCM end users group [15-10](#)

configuration checklist (table) [15-5](#)

configuring application dial rules [15-10](#)

configuring Webdialer servlet [15-6](#)

creating a proxy user [15-11](#)

installing and activating [15-4](#)

interactions and restrictions [15-3](#)

overview [15-1](#)

redirector servlet [15-2](#)

redundancy [15-2](#)

service parameters [15-6](#)

servlet

configuring [15-6](#)

described [15-1](#)

system requirements [15-3](#)

trace settings [15-12](#)

