



INDEX

A

AAR

explained [17-1](#)

abbreviated dial

described [43-25](#)

access log

[4-3](#)

access privileges

roles [4-2](#)

ad hoc conference

drop conference settings [24-7](#)

initiating [24-6](#)

Join softkey [24-7](#)

limitations [24-9](#)

SIP phone restrictions [24-8](#)

using cBarge softkey [24-7](#)

using conference softkey [24-6](#)

administrator

tools

BAT [47-1](#)

CAR [47-2](#)

Cisco CallManager Serviceability [47-1](#)

more information [47-3](#)

overview [47-1](#)

admission control

[5-13, 8-1](#)

alternate routing

video [44-8](#)

analog telephony protocols

CAS [40-5](#)

described [40-3](#)

E&M signaling [40-4](#)

ground-start signaling [40-4](#)

loop-start signaling [40-4](#)

announcements [23-4](#)

announcements (table) [23-4](#)

annunciator [23-1](#)

announcements [23-4](#)

announcements (table) [23-4](#)

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

dependency records [23-5](#)

more information [23-6](#)

overview [23-1](#)

planning configuration [23-2](#)

system requirements and limitations [23-3](#)

tones [23-4](#)

troubleshooting [23-5](#)

understanding [23-1](#)

appliance [1-1](#)

application dial rules

configuration design [19-1](#)

configuration error checking [19-2](#)

application user

associating devices [21-3](#)

configuration checklist (table) [21-5](#)

described [21-1, 21-2](#)

more information [21-6](#)

audio quality [8-1](#)

automated alternate routing (AAR)

dial prefix matrix example (table) [17-3](#)

enable service parameter [17-3](#)

example [17-2](#)

explained [17-1](#)

line/DN and AAR groups (table) [17-2](#)

autoregistration

configuration checklist (table) [12-3](#)

described [12-1](#)

more information [12-4](#)
multiple protocol support [12-2](#)
understanding [12-1](#)

B

balanced call processing
explained [6-3](#)
bandwidth
allocation of [8-1](#)
calculations for admission control [8-4](#)
used by Cisco CallManager [5-7](#)
used by codec types (table) [5-7](#)
barge
described [43-20](#)
Basic Rate Interface (BRI) [40-6](#)
BAT [47-1](#)
Bulk Administration Tool (BAT) [47-1](#)
buttons
directories button [43-27](#)
messages button [43-27](#)

C

call admission control [5-13](#)
gatekeepers
components [8-8](#)
explained [8-6](#)
in a distributed setting (figure) [8-7](#)
locations
explained [8-1](#)
illustrated (figure) [8-2](#)
more information [8-10, 9-22](#)
overview [8-1](#)
trunks [8-6](#)
call completion, QSIG supplementary service, see Cisco Call Back
call control [22-2](#)

call coverage
call forwarding [17-10](#)
described [17-10](#)
hunting [17-10](#)
maximum hunt timer [17-11](#)
personal preferences [17-11](#)
call detail records (CDRs)
described [47-2](#)
video [44-11](#)
call diagnostics and voice quality metrics
described [43-24](#)
call display restrictions
configuring in translation pattern [17-28](#)
call diversion (forwarding), QSIG supplementary service [40-9](#)
called party
transformations [17-25](#)
transformations settings [17-27](#)
transformations settings (table) [17-27](#)
caller identification
restrictions [17-28](#)
support for device control protocols (table) [17-33](#)
support vs. device control protocols [17-32](#)
types [17-28](#)
call failure, avoiding [27-4](#)
call forward
described [17-10, 18-6, 43-20](#)
in multiple voice-mail systems [29-5](#)
multiple voice-mail systems examples [29-5](#)
calling party
presentation settings [17-28](#)
restriction settings [17-28](#)
transformations [17-25](#)
transformations settings [17-25](#)
transformations settings (table) [17-26, 17-29](#)
calling search spaces
dependency records [15-3](#)
examples [15-2](#)
explained [15-1](#)

guidelines and tips [15-3](#)
 list of topics [15-1](#)
 more information [15-4](#)
 search for phones [43-26](#)

call park
 described [43-21](#)

call pickup
 described [43-21](#)

call pickup group
 see features and services [34-1](#)

call preservation
 explained [11-4](#)
 scenarios (table) [11-5](#)

call processing
 balanced load
 explained [6-3](#)
 by Cisco CallManager [2-2](#)
 combined with redundancy (figure) [7-3](#)

calls
 making and receiving multiple per directory number [18-7](#)
 on-hook call transfer [43-22](#)
 video [44-2](#)

call select
 described [43-22](#)

call transfer, QSIG supplementary service [40-10](#)

call transfer using hookflash [29-6](#)

call waiting
 described [18-7](#)

CAR
 overview [47-2](#)

Catalyst 4000
 4224 voice gateway switch [39-7](#)
 access gateway module [39-7](#)
 voice gateway modules [39-5](#)

Catalyst 4224 Voice Gateway Switch [39-7](#)

Catalyst 6000
 Cisco Communication Media Module [39-7](#)
 configuration illustrated (figure) [28-7](#)

described [28-10](#)
 FXS analog interface module [39-6](#)
 hookflash transfer [39-6](#)
 T1/E1 line card [39-6](#)
 voice gateway modules [39-5](#)

Catalyst DSP
 more information [28-10](#)
 overview [28-1](#)
 understanding [28-1](#)

Catalyst MTP [28-2](#)

Catalyst switches
 6000 family [28-10](#)

CDR
 described [47-2](#)

CDR Analysis and Reporting (CAR) [47-2](#)

centralized TFTP
 master centralized TFTP [10-8](#)
 overview [10-7](#)

channel associated signaling (CAS) [39-1, 40-5](#)

characters, special
 configuring [17-15](#)
 described (table) [17-16](#)

Cisco Access Digital Trunk Gateways
 DT-24+/DE-30+ [39-2](#)

Cisco ATA 186
 configuration checklist (table) [46-2](#)
 connecting to Cisco CallManager [46-1](#)
 more information [46-2](#)

Cisco Call Back
 described

Cisco CallManager
 additional documentation [1-2](#)
 bandwidth usage [5-7](#)
 becoming inactive [25-3, 27-5](#)
 benefits [1-2](#)
 call processing [2-2](#)
 configuration, configuring [5-2](#)
 configuring [5-2](#)
 CTI redundancy [45-6](#)

- groups
 - configuring [5-3](#)
 - described [7-1](#)
 - illustrated (figure) [7-2](#)
- introduction [1-1](#)
- key features [1-2](#)
- more information [1-2](#)
- redundancy [7-1](#)
- server, configuring [5-1](#)
- supported voice codecs [5-7](#)
- voice mail connectivity [29-1](#)
- Cisco CallManager System Guide
 - conventions [xxv](#)
 - organization [xxiv](#)
 - related documentation [xxv](#)
- Cisco CallManager User Options [43-28](#)
- Cisco Communication Media Module (CMM) [39-7](#)
- Cisco Conference Bridge (WS-SVC-CMM) [24-3](#)
- Cisco DPA
 - illustrated (figure) [32-2](#)
 - integration overview [32-1](#)
 - more information [32-3](#)
- Cisco IAD2420 Integrated Access Device [39-4](#)
- Cisco IP Communicator
 - default phone button template [43-13](#)
 - described [43-8](#)
- Cisco IP Manager Assistant
 - softkey templates
 - described [43-15](#)
- Cisco IP Phone 7914 Expansion Module [43-4](#)
- Cisco IP Phones
 - 12 SP+, described [43-7](#)
 - 30 VIP, described [43-7](#)
 - 7905, described [43-5, 43-6](#)
 - 7910, described [43-5](#)
 - 7911, described [43-5](#)
 - 7912, described [43-4](#)
 - 7914, described [43-4](#)
 - 7920, described [43-4](#)
- 7935, described [43-7](#)
- 7936, described [43-6](#)
- 7940, described [43-3](#)
- 7941, described [43-3](#)
- 7960, described [43-3](#)
- 7961, described [43-3](#)
- 7970, described [43-2](#)
- 7971, described [43-2](#)
- overview [43-1](#)
- Cisco IP Phone Services
 - configuration checklist (table) [35-3](#)
 - dependency records [35-3](#)
 - guidelines and tips [35-2](#)
 - more information [35-4](#)
 - overview [35-1](#)
 - understanding [35-1](#)
- Cisco IP SoftPhone [21-5](#)
- Cisco IP telephony
 - applications [2-2](#)
 - call processing [2-2](#)
 - clients [2-3](#)
 - components [2-1](#)
 - configuring system [3-1](#)
 - infrastructure [2-3](#)
 - more information [2-4](#)
 - network [2-3](#)
 - overview [2-1](#)
 - support [2-1](#)
- Cisco IP Video Phone
 - 7985, described [43-6](#)
- Cisco JTAPI
 - using user directory [21-1](#)
- Cisco Messaging Interface (CMI) [30-2](#)
- Cisco SIP endpoints
 - SIP profile [41-18](#)
- Cisco SIP IP Phones
 - models supported [43-7](#)
- Cisco TFTP service
 - alternate paths [10-8](#)

- configuration checklist (table) [10-9](#)
- list of topics [10-1](#)
- more information [10-10](#)
- overview [10-1](#)
- understanding [10-4](#)
- Cisco Unity
 - configuration checklist (table) [31-5](#)
 - connections with the phone system (figure) [31-2](#)
 - integrated mailbox configuration [31-4](#)
 - messaging integration
 - description [31-2](#)
 - overview [31-1](#)
 - more information [31-7](#)
 - system requirements [31-1](#)
- Cisco VG200 Voice Gateway [39-2](#)
- Cisco VG224 Analog Phone Gateway
 - configuring [39-4](#)
 - description [39-4](#)
- Cisco VG248 Analog Phone Gateway
 - configuring [39-2](#)
 - description [39-2](#)
 - gateway redundancy [39-14](#)
- closest-match routing [17-12](#)
- clusters
 - balanced call processing
 - explained [6-3](#)
 - communication between [6-2](#)
 - compared to groups [7-1](#)
 - described [6-1](#)
 - list of topics [6-1](#)
 - more information [6-4](#)
 - overview [6-1](#)
- CMI
 - redundancy
 - described [30-2](#)
 - illustrated (figure) [30-3](#)
- CMLocal date/time group [5-4](#)
- codecs
 - bandwidth used per call (table) [5-7](#)
- G.711 [5-7](#)
- G.723 [5-7](#)
- G.729 [5-7](#)
- GSM [5-7](#)
- supported by Cisco CallManager [5-7](#)
- video [44-2](#)
- wideband [5-7](#)
- common phone profiles
 - described [43-19](#)
- communication
 - between clusters [6-2](#)
 - communication protocols, gateway [39-9](#)
 - compression of voice stream [28-3](#)
 - Computer Telephony Integration (CTI) [45-1](#)
 - conference
 - ad hoc
 - initiating [24-6](#)
 - limitations [24-9](#)
 - described [18-7](#)
 - meet me
 - limitations [24-9](#)
 - meet-me
 - initiating [24-9](#)
 - conference bridge
 - ad hoc
 - described [24-6](#)
 - annunciator [24-4](#)
 - Cisco IOS configuration settings (table) [24-4](#)
 - configuration checklist (table) [24-11](#)
 - dependency records [22-6, 24-9](#)
 - meet-me
 - described [24-6](#)
 - more information [24-11](#)
 - overview [24-1](#)
 - performance monitoring [24-10](#)
 - troubleshooting [24-10](#)
 - types in Cisco CallManager Administration [24-4](#)

- conference devices
- Cisco Conference Bridge (WS-SVC-CMM), described [24-3](#)
 - hardware
 - MTP WS-X6608 DSP service card [24-4](#)
 - software, described [24-3](#)
 - understanding [24-1](#)
 - video, described [24-3](#)
 - conference list
 - described [43-22](#)
 - conference routers
 - described [24-2](#)
 - conferencing
 - across an IP WAN [28-3](#)
 - using Catalyst DSP [28-1](#)
 - configuration
 - files for devices [11-2](#)
 - settings
 - checklist (table) [5-16](#)
 - list of topics [5-1](#)
 - configuration checklist
 - MGCP BRI [39-17](#)
 - connected party
 - presentation settings [17-30](#)
 - restriction settings [17-30](#)
 - transformations settings (table) [17-31](#)
 - conventions [xxv](#)
 - counters
 - video bridge [44-10](#)
 - CTI
 - application failure [45-7](#)
 - applications [45-1](#)
 - configuration checklist (table) [45-8](#)
 - controlled devices [45-3](#)
 - CTIManager
 - described [45-2](#)
 - redundancy [45-7](#)
 - dependency records [45-6](#)
 - IP phones [45-3](#)
 - list of topics [45-1](#)
 - media termination points [45-2](#)
 - more information [45-8](#)
 - ports
 - described [43-8, 45-3](#)
 - redundancy [7-4, 45-6](#)
 - route points [45-3](#)
 - super provider [45-5](#)
 - user groups [45-5](#)
 - user management [45-5](#)
-
- D
- date/time groups
- CMLocal [5-4](#)
 - described [5-4](#)
- DDI [17-13](#)
- configuring [17-18](#)
 - explained (table) [17-18](#)
- dependency records
- annunciator [23-5](#)
 - calling search spaces [15-3](#)
 - Cisco IP Phone Services [35-3](#)
 - conference bridge [22-6, 24-9](#)
 - CTI [45-6](#)
- directory numbers
- described [18-8](#)
- gateways [39-13](#)
- MTP [27-6](#)
- partitions [15-3](#)
- phones
- described [43-28](#)
- system-level settings [5-16](#)
- time periods [16-3](#)
- time schedules [16-3](#)
- transcoders [25-4](#)
- device control protocols
- and caller identification support (table) [17-33](#)

device pools
described [5-10](#), [11-3](#)
search for phones [43-26](#)
updating [5-11](#)

devices
accessing TFTP server [10-6](#)
associating to an application user [21-3](#)
associating to an end user [21-4](#)
associating with users [21-3](#)

conference
Cisco Conference Bridge (WS-SVC-CMM) [24-3](#)
software [24-3](#)
understanding [24-1](#)
video [24-3](#)

configuration files [11-2](#)

CTI control [45-3](#)

distributing for redundancy [7-3](#)

firmware loads [11-2](#)

identifying TFTP server [10-6](#)

MTP
characteristics [27-4](#)

support
list of topics [11-1](#)
more information [11-6](#)

supported [11-1](#)

transcoders
resetting [25-4](#)

updating firmware loads [11-3](#)

using Cisco TFTP [10-4](#)

using DHCP [10-4](#)

DHCP
alarms [13-4](#)
and devices [10-4](#)
DNS [13-2](#)
migration [13-4](#)
more information [13-4](#)
server [13-1](#)
configuration process [13-2](#)

TFTP [13-3](#)

dial plans
accessing gateways [39-12](#)

dial rules
more information [19-8](#)
overview [19-1](#)

digital signal processor (DSP) [28-1](#)

digital telephony protocols
BRI [40-6](#)
described [40-5](#)
E1 PRI [40-6](#)
QSIG [40-6](#)
T1 PRI [40-6](#)

digital trunk gateway
DT-24+/DE-30+ [39-2](#)

digit analysis
static
caveats [17-14](#)
configuration tip [17-13](#)
described [17-13](#)
example prior to static digit analysis [17-15](#)
explained [17-13](#)
IPMA example with static digit analysis [17-15](#)

directories button
configuring [43-27](#)

directory
access [20-3](#)
access for Cisco IP telephony endpoints [20-5](#)
configuration checklist (table) [20-6](#)
extension mobility [21-4](#)
LDAP [5-12](#)
more information [20-7](#)
overview [20-1](#)

directory lookup dial rules
overview [19-3](#)

directory numbers
active check box [18-5](#)

call forward
busy trigger [18-6](#), [43-21](#)
no answer ring duration [18-6](#), [43-21](#)

call forward information display [18-6, 43-21](#)
 characteristics [18-1](#)
 conference [18-7](#)
 configuration checklist (table) [18-9](#)
 dependency records
 described [18-8](#)
 direct transfer [18-7](#)
 features [18-5](#)
 call forward [18-6](#)
 call waiting [18-7](#)
 find all directory numbers [18-8](#)
 join [18-7](#)
 making and receiving multiple calls [18-7](#)
 managing [18-5](#)
 more information [18-10](#)
 overview [18-1](#)
 search tips [18-8](#)
 shared line appearance [18-2](#)
 shared line appearance restrictions [18-4](#)
 transfer [18-7](#)
 update directory number of all devices sharing this line
 check box [18-5](#)

direct transfer
 described [18-7, 43-22](#)

discard digits instructions (DDI) [17-13](#)
 configuring [17-18](#)
 explained (table) [17-18](#)

DNs
 characteristics [18-1](#)
 overview [18-1](#)

document
 conventions [xxv](#)
 organization [xxiv](#)

documentation
 related [xxv](#)

DPA 7630/7610
 functionality [32-2](#)
 illustrated (figure) [32-2](#)
 purpose [32-2](#)

understanding [32-1](#)
 using SMDI [32-2, 32-3](#)
 DSCP marking [44-8](#)

E

E&M signaling
 delay dial [40-4](#)
 immediate start [40-4](#)
 wink start [40-4](#)

E1 CAS [40-5](#)

E1 Primary Rate Interface (E1 PRI) [40-6](#)

E1 Primary Rate Interface (PRI) [39-1](#)

Effective Access Privileges For Overlapping User Groups
 and Roles enterprise parameter [4-3](#)

end user
 associating devices [21-4](#)
 configuration checklist (table) [21-5](#)
 described [21-1, 21-2](#)
 more information [21-6](#)

enterprise parameters
 described [5-15](#)

Effective Access Privileges For Overlapping User
 Groups and Roles [4-3](#)

user groups [4-3](#)

expansion module
 Cisco IP Phone 7914 [43-4](#)

extension mobility
 described [36-1](#)

user device profile [21-4](#)

user directory [21-4](#)

external route plan wizard
 described [17-33](#)

generated route filters [17-34](#)

generated route groups [17-35](#)

generated route lists [17-35](#)

generated route patterns [17-36](#)

F

features

- call park [33-1](#)
- Cisco IP Manager Assistant [38-1](#)
- Cisco IP Phone Services [35-1](#)
- extension mobility
 - overview [36-1](#)
 - music on hold (MOH) [26-1](#)
 - phone features (table) [43-14](#)
 - phone login
 - overview [36-1](#)

fields

- requiring route patterns (table) [17-17](#)

firmware loads

- described [11-2](#)
- updating [11-3](#)

Foreign Exchange Office (FXO) [39-1, 39-10, 40-3](#)

Foreign Exchange Station (FXS) [39-1, 39-10, 40-3](#)

FXO [39-1, 39-10, 40-3](#)

FXS [39-1, 39-10, 40-3](#)

G

G.711 [5-7](#)

G.723 [5-7](#)

G.729 [5-7](#)

gatekeepers

- and call admission control (figure) [8-7](#)
- configuration checklist (table) [8-10](#)
- configuring [8-8](#)
- configuring in Cisco CallManager [8-9, 42-2](#)
- configuring on the router [8-8](#)
- described [8-6](#)

gateways

- Catalyst 4000 Access Gateway Module [39-7](#)
- Catalyst 4224 gateway [39-7](#)
- Catalyst 6000
 - configuration illustrated (figure) [28-7](#)

Catalyst 6000 FXS Analog Interface Module [39-6](#)

Catalyst 6000 T1/E1 and Services Module [39-6](#)

Cisco Communications Media Module [39-7](#)

Cisco IOS H.323 devices [39-7](#)

Cisco voice gateways [39-1](#)

communication protocols (table) [39-9](#)

configuration checklist (table) [39-16](#)

dependency records [39-13](#)

failover and fallback [39-13](#)

H.323 devices list [39-7](#)

models (table) [39-9](#)

more information [39-18](#)

overview [39-1](#)

port types (table) [39-9](#)

related to dial plans [39-12](#)

standalone

- digital trunk [39-2](#)

- IAD2420 [39-4](#)

- VG200 voice [39-2](#)

- VG224 analog phone [39-4](#)

- VG248 analog phone [39-2](#)

summary of voice gateways (table) [39-9](#)

trunk interfaces

- table [39-9](#)

Global Directory

- displaying with directories button [43-27](#)

ground-start signaling [40-4](#)

groups, Cisco CallManager

- compared to clusters [7-1](#)

- components of [7-1](#)

- configuring [5-3](#)

- illustrated (figure) [7-2](#)

groups, date/time [5-4](#)

GSM [5-7](#)

H

H.323

Cisco IOS gateways [39-7](#)

- clients **43-8**
- gateways **39-7**
- IOS gateway redundancy **39-14**
- used in voice gateways **40-1**
- video **44-4**
- hookflash transfer **39-6**
- hub-and-spoke topology **8-1**
- hunting
 - described **17-10**
 - example **17-11**
 - maximum hunt timer **17-11**
 - personal preferences **17-11**
- hunt lists
 - described **17-9**
- hunt pilots
 - described **17-9**
 - wildcards **17-16**

- identification services
 - QSIG supplementary service, described **40-11**
- immediate divert
 - described **43-23**
- intercluster
 - communication **6-2**
 - voice mail **29-2**
- internet
 - ecosystem **2-1**
- introduction
 - to Cisco CallManager **1-1**
- IP Phones, Cisco
 - 12 SP+ **43-7**
 - 30 VIP **43-7**
 - 7905 **43-5, 43-6**
 - 7910 **43-5**
 - 7911, described **43-5**
 - 7912, described **43-4**
 - 7914, described **43-4**
 - 7920, described **43-4**
 - 7935 **43-7**
 - 7936 **43-6**
 - 7940 **43-3**
 - 7941 **43-3**
 - 7960, described **43-3**
 - 7961, described **43-3**
 - 7970, described **43-2**
 - 7971, described **43-2**
 - 7985 **43-6**
- features
 - abbreviated dial **43-25**
 - barge **43-20**
 - call diagnostics and voice quality metrics **43-24**
 - call forward **43-20**
 - call park **43-21**
 - call pickup **43-21**
 - call select **43-22**
 - conference list **43-22**
 - described **43-20**
 - direct transfer **43-22**
 - immediate divert **43-23**
 - join **43-23**
 - malicious call ID **43-23**
 - privacy **43-20**
 - quality report tool **43-23**
 - service URL **43-24**
 - speed dial **43-25**
 - overview **43-1**
 - supported models
 - described (table) **43-2**
 - listed **43-2**
 - IP Phone Services, Cisco
 - configuration checklist (table) **35-3**
 - guidelines and tips **35-2**
 - more information **35-4**
 - overview **35-1**
 - understanding **35-1**

IP SoftPhone, Cisco

 user directory [21-5](#)

IP telephony

 applications [2-2](#)

 call processing [2-2](#)

 clients [2-3](#)

 infrastructure [2-3](#)

 more information [2-4](#)

 network [2-3](#)

 overview [2-1](#)

 protocols

 more information [40-15](#)

 understanding [40-1](#)

 support [2-1](#)

J

join

 described [18-7, 43-23](#)

JTAPI

 using user directory [21-1](#)

L

LDAP

 described [5-12](#)

 directory

 more information [20-7](#)

 overview [20-1](#)

licensing

 alarms [14-3](#)

 migrating from 5.0(x) to 4.0(x) [14-3](#)

 more information [14-4](#)

 overview [14-1](#)

 splitting licenses [14-2](#)

 starting a license manager service [14-1](#)

 transferring licenses [14-4](#)

line groups

 described [17-8](#)

load, firmware [11-2](#)

load balancing

 distributing devices [7-3](#)

 explained [6-3](#)

locations

 and call admission control (figure) [8-2](#)

 and regions [5-9](#)

 configuration checklist (table) [8-6, 9-11](#)

 described [8-1](#)

 interaction with regions [8-3](#)

 interaction with regions (figure) [8-4](#)

 used in admission control [8-1](#)

 video [44-8](#)

loop-start signaling [40-4](#)

M

malicious call ID

 described [43-23](#)

master centralized TFTP

 configuration tips [10-9](#)

 sending files to the master CTFTP server [10-8](#)

maximum hunt timer [17-11](#)

media control [22-2](#)

Media Gateway Control Protocol (MGCP) [40-2](#)

media resource group lists

 configuration checklist (table) [22-6](#)

 described [22-4](#)

media resource groups

 configuration checklist (table) [22-6](#)

 described [22-3](#)

media resource manager

 managing MTPs [27-2](#)

 using to manage transcoders [25-2](#)

media resources

 call control [22-2](#)

 described [22-1](#)

- management [22-1](#)
- media control [22-2](#)
- media resource group lists [22-4](#)
- media resource groups [22-3](#)
- media termination point control [22-2](#)
- more information [22-6](#)
- music on hold control [22-3](#)
- overview [22-1](#)
- redundancy [7-4](#)
- unicast bridge control [22-3](#)
- media termination point (MTP) [27-1](#)
 - CTI [45-2](#)
 - media termination point control [22-2](#)
 - meet-me conference
 - limitations [24-9](#)
 - messages button [43-27](#)
 - message waiting
 - description [29-3](#)
 - indication [29-4](#)
 - messaging
 - Cisco Unity
 - integration description [31-2](#)
 - integration overview [31-1](#)
 - MGCP
 - described [40-2](#)
 - gateway redundancy [39-13](#)
 - gateways using [39-11](#)
 - MGCP BRI
 - configuring [39-17](#)
 - illustration of call flow [39-5](#)
 - MLPP
 - described [5-15](#)
 - modifying files [10-9](#)
 - MOH
 - described [26-1](#)
 - MOH control [22-3](#)
 - MTP
 - avoiding call failure/user alert [27-4](#)
 - Cisco CallManager becomes inactive [27-5](#)
 - configuration checklist (table) [27-7](#)
 - CTI [45-2](#)
 - dependency records [27-6](#)
 - device characteristics [27-4](#)
 - failover and fallback [27-5](#)
 - managing with media resource manager [27-2](#)
 - more information [27-7](#)
 - overview [27-1](#)
 - planning configuration [27-3](#)
 - resetting registered devices [27-6](#)
 - system requirements and limitations [27-5](#)
 - transcoding services [28-2](#)
 - types (table) [27-3](#)
 - understanding [27-1](#)
 - using transcoders [25-2](#)
 - WS-X6608 DSP service card [24-4](#)
 - multisite WAN
 - using centralized MTP transcoding (figure) [28-4](#)
 - music on hold (MOH)
 - described [26-1](#)

N

 - network
 - video [44-3](#)

O

 - on-hook call transfer [43-22](#)
 - organization [xxiv](#)
 - overview
 - of Cisco CallManager [1-1](#)
 - of dial rules [19-1](#)
 - of system configuration [3-1](#)

P

- parameters
- enterprise
 - described [5-15](#)
 - Effective Access Privileges For Overlapping User Groups and Roles [4-3](#)
 - service
 - described [5-15](#)
 - Maximum Phone FallBack Queue Depth [43-28](#)
 - Message Waiting Lamp Policy [29-4](#)
- parameters, enterprise
- user groups [4-3](#)
- partitions
- dependency records [15-3](#)
 - examples [15-2](#)
 - explained [15-1](#)
 - guidelines and tips [15-3](#)
 - list of topics [15-1](#)
 - more information [15-4](#)
 - name limitations [15-4](#)
- path replacement
- described [40-13](#)
- performance monitoring counters
- video [44-10](#)
- personal preferences [17-11](#)
- phone button templates
- 12 series, default template [43-12](#)
 - 30 SP+, default template [43-12](#)
 - 30 VIP, default template [43-12](#)
 - 7902, default template [43-12](#)
 - 7905 SCCP, default template [43-12](#)
 - 7905 SIP, default template [43-12](#)
 - 7910, default template [43-12](#)
 - 7911 SCCP, default template [43-11](#)
 - 7911 SIP, default template [43-12](#)
 - 7912 SCCP, default template [43-11](#)
 - 7912 SIP, default template [43-11](#)
 - 7920, default template [43-11](#)
- 7940 SCCP, default template [43-11](#)
- 7940 SIP, default template [43-11](#)
- 7941 G-GE SCCP, default template [43-11](#)
- 7941 SCCP, default template [43-11](#)
- 7941 SIP, default template [43-11](#)
- 7960 SCCP, default template [43-11](#)
- 7960 SIP, default template [43-11](#)
- 7961 G-GE SCCP, default template [43-10](#)
- 7961 SCCP, default template [43-10](#)
- 7961 SIP, default template [43-10](#)
- 7970 SCCP, default template [43-10](#)
- 7970 SIP, default template [43-10](#)
- 7971 SCCP, default template [43-10](#)
- 7971 SIP, default template [43-10](#)
- 7985, default template [43-10](#)
- analog phone, default template [43-13](#)
- ATA 186, default template [43-13](#)
- CN622, default template [43-13](#)
- conference station 7935, default template [43-12](#)
- conference station 7936, default template [43-12](#)
- IP Communicator, default template [43-13](#)
- IP-STE, default template [43-13](#)
- ISDN BRI Phone, default template [43-13](#)
- third-party SIP device, default template [43-13](#)
- VGC phone, default template [43-12](#)
- VGC Virtual, default template [43-12](#)
- phone login
- described [36-1](#)
- phone NTP reference
- configuring for SIP phones [5-4](#)
- phones
- administration tips [43-25](#)
 - associating with users [43-25](#)
- button templates
- default [43-9](#)
 - described [43-9](#)
 - guidelines [43-13](#)
 - listed by model (table) [43-10](#)
- Cisco IP Phone 12 SP+ [43-7](#)

- Cisco IP Phone 30 VIP [43-7](#)
 Cisco IP Phone 7905 [43-5, 43-6](#)
 Cisco IP Phone 7910 [43-5](#)
 Cisco IP Phone 7911 [43-5](#)
 Cisco IP Phone 7912 [43-4](#)
 Cisco IP Phone 7914 [43-4](#)
 Cisco IP Phone 7920 [43-4](#)
 Cisco IP Phone 7935 [43-7](#)
 Cisco IP Phone 7936 [43-6](#)
 Cisco IP Phone 7940 [43-3](#)
 Cisco IP Phone 7941 [43-3](#)
 Cisco IP Phone 7960 [43-3](#)
 Cisco IP Phone 7961 [43-3](#)
 Cisco IP Phone 7970 [43-2](#)
 Cisco IP Phone 7971 [43-2](#)
 Cisco IP Phone Services [35-1](#)
 common phone profiles [43-19](#)
 dependency records
 described [43-28](#)
 directories button [43-27](#)
 failover and fallback [43-29](#)
 features
 abbreviated dial [43-25](#)
 barge [43-20](#)
 call diagnostics and voice quality metrics [43-24](#)
 call park [43-21](#)
 call pickup [43-21](#)
 call select [43-22](#)
 conference list [43-22](#)
 described (table) [43-14](#)
 descriptions [43-20](#)
 direct transfer [43-22](#)
 immediate divert [43-23](#)
 join [43-23](#)
 malicious call ID [43-23](#)
 privacy [43-20](#)
 quality report tool [43-23](#)
 service URL [43-24](#)
 speed dial [43-25](#)
 find all phones [43-27](#)
 messages button [43-27](#)
 methods for adding [43-19](#)
 more information [43-33](#)
 on-hook call transfer [43-22](#)
 overview [43-1](#)
 SCCP configuration checklist (table) [43-29](#)
 search by authentication string [43-26](#)
 search by calling search space [43-26](#)
 search by call pickup group [43-26](#)
 search by description [43-26](#)
 search by device name [43-26](#)
 search by device pool [43-26](#)
 search by device protocol [43-26](#)
 search by device type [43-26](#)
 search by directory number [43-26](#)
 search by LSC status [43-26](#)
 search by security profile [43-26](#)
 search tips [43-25](#)
 search within results [43-27](#)
 SIP configuration checklist (table) [43-29](#)
 softkey templates
 add application [43-16](#)
 configure softkey layout [43-16](#)
 described [43-15](#)
 supported models
 described (table) [43-2](#)
 listed [43-2](#)
 PLAR
 for Cisco SIP phones [41-17](#)
 ports
 configuring for SMDI [30-2](#)
 CTI
 described [43-8](#)
 presentation settings
 calling party [17-28](#)
 connected party [17-30](#)
 preservation of calls
 explained [11-4](#)

scenarios (table) [11-5](#)
 privacy
 described [43-20](#)
 private line automatic ringdown
 for Cisco SIP phones [41-17](#)
 SIP dial rules [19-7](#)
 privileges
 roles [4-2](#)
 profiles
 common phone [43-19](#)
 protocols
 analog telephony [40-3](#)
 H.323 [29-2, 40-1](#)
 MGCP [40-2](#)
 Session Initiation Protocol (SIP) [40-3](#)
 Skinny Client Control Protocol [39-3, 40-2](#)
 Skinny Client Control Protocol (SCCP) Gateway Protocol [39-13](#)
 Skinny Gateway Protocol [39-12](#)

Q

QSIG [39-1, 39-10](#)
 Annex M.1 [40-7](#)
 basic call feature [40-8](#)
 basic call setup [40-8](#)
 call completion [40-8](#)
 call diversion (rerouting) [40-9](#)
 CallManager interface [40-14](#)
 call transfer [40-10](#)
 compatibility with older versions (ECMA) [40-10](#)
 facility selection and reservation [40-11](#)
 identification services [40-11](#)
 message tunneling [40-7](#)
 message waiting indication (MWI) service [40-13](#)
 overview [40-6](#)
 path replacement [40-13](#)
 supplementary services
 call diversion (forwarding) [40-9](#)

Q signaling (QSIG) [39-1, 40-6](#)
 QSIG protocol
 supplementary services
 call completion (Cisco Call Back), described
 call transfer [40-10](#)
 identification [40-11](#)
 path replacement [40-13](#)
 QSIG trunk interface [39-1](#)
 quality of sound [8-1](#)
 quality report tool
 described [43-23](#)

R

redundancy
 and distributed call processing (figure) [7-3](#)
 Cisco CallManager [45-6](#)
 Cisco VG248 [39-14](#)
 CMI
 described [30-2](#)
 illustrated (figure) [30-3](#)
 CTI [45-6](#)
 CTIManager [45-7](#)
 IOS H.323 gateways [39-14](#)
 list of topics [7-1](#)
 MGCP gateway [39-13](#)
 more information [7-4](#)
 of CTI [7-4](#)
 of media resources [7-4](#)
 support for gateways [39-13](#)
 types of [7-1](#)
 with distributed call processing [7-3](#)
 regions
 and call admission control [5-9](#)
 and locations [5-9](#)
 described [5-5](#)
 example (figure) [5-9](#)
 interaction with locations [8-3](#)
 interaction with locations (figure) [8-4](#)

- used with admission control [8-3](#)
 - used with admission control (figure) [8-4](#)
 - video [44-7](#)
 - related documentation [xxv](#)
 - requirements
 - Cisco Unity [31-1](#)
 - restriction settings
 - calling party [17-28](#)
 - connected party [17-30](#)
 - roles
 - access privileges [4-2](#)
 - described [4-1, 4-2](#)
 - more information [4-4](#)
 - overview [4-1](#)
 - standard [4-4](#)
 - route filters
 - associated with route lists (table) [17-34](#)
 - described [17-34](#)
 - route groups
 - described [17-5](#)
 - generated [17-35](#)
 - related to dial plans [39-12](#)
 - route lists
 - associated route filters (table) [17-34](#)
 - described [17-5](#)
 - generated [17-35](#)
 - types (table) [17-36](#)
 - types, example [17-5](#)
 - route patterns
 - closest-match routing [17-12](#)
 - considerations for using [17-6](#)
 - explained [17-6](#)
 - fields in Cisco CallManager (table) [17-17](#)
 - generated with external route plan wizard [17-36](#)
 - usage [17-6](#)
 - using the @ wildcard character [17-12](#)
 - wildcards [17-16](#)
 - route plans
 - and Cisco Analog Access Gateways (figure) [17-8](#)
 - and Cisco Digital Access Gateways (figure) [17-7](#)
 - external route plan wizard
 - generated route filters [17-34](#)
 - generated route groups [17-35](#)
 - generated route lists [17-35](#)
 - generated route patterns [17-36](#)
 - list of topics [17-1](#)
 - more information [17-37](#)
 - overview [17-4](#)
 - report [17-37](#)
 - routers
 - conference
 - hardware [24-2](#)
 - routing
 - automated alternate [17-1](#)
 - closest-match [17-12](#)
 - time-of-day [16-1](#)
 - dependency records [16-3](#)
 - for end users [16-2](#)
 - more information [16-3](#)
 - time periods [16-1](#)
 - time schedules [16-2](#)
 - understanding [16-1](#)
-
- S
- SCCP auto-registration [12-2](#)
 - search
 - by authentication string [43-26](#)
 - by calling search space [43-26](#)
 - by call pickup group [43-26](#)
 - by description [43-26](#)
 - by device name [43-26](#)
 - by device pool [43-26](#)
 - by device protocol [43-26](#)
 - by device type [43-26](#)
 - by directory number [18-8, 43-26](#)
 - by LSC status [43-26](#)
 - by security profile [43-26](#)

- for all directory numbers in the database **18-8**
 for all phones in the database **43-27**
 for directory numbers **18-8**
 for phones **43-25**
 within results **43-27**
- security profile
 search for phones **43-26**
- server, Cisco CallManager
 configuring **5-1**
- Serviceability
 and video **44-10**
- service parameters
 Automated Alternate Routing Enable **17-3**
 described **5-15**
 Maximum Phone FallBack Queue Depth **43-28**
 Message Waiting Lamp Policy **29-4**
- service URL
 described **43-24**
- Session Initiation Protocol (SIP)
 understanding **41-1**
- settings
 called party transformations
 configuring **17-27**
 explained (table) **17-27**
 calling party transformations
 explained (table) **17-26, 17-29**
- configuring
 checklist (table) **5-16**
 described **5-1**
- connected party transformations
 explained (table) **17-31**
 special characters **17-15**
- shared line appearance
 active check box **18-5**
 described **18-2**
 restrictions **18-4**
 update directory number of all devices sharing this line
 check box **18-5**
- Simplified Message Desk Interface (SMDI) **29-2, 30-1**
- SIP
 3PCC **41-15**
 ad hoc conference settings **24-8**
 basic calls **41-6**
 call identification services **41-9**
 Cisco CallManager support for Cisco SIP endpoints **41-14**
 Cisco IP Phones **43-7**
 configuration checklist (table) **41-12**
 description of Cisco CallManager and SIP **41-2**
 diversion header **41-15**
 DTMF Relay calls **41-6**
 functions and features in Cisco CallManager **41-5**
 join header **41-16**
 more information **41-19**
 networking **41-1**
 protocol **40-3**
 REFER **41-15**
 remotecc **41-16**
 remote party ID (RPID) header **41-15**
 replaces and referred-by headers **41-15**
 replaces header **41-16**
 RFC3261 **41-15**
 RFC3262 **41-15**
 RFC3264 **41-15**
 RFC3265 + dialog package **41-16**
 RFC3265 + KPML package **41-16**
 RFC3265 + presence package **41-16**
 RFC3265 + RFC3842 MWI package **41-16**
 RFC3311 **41-15**
 RFC3514 **41-15**
 RNDIS **41-11**
 service parameters **41-3**
 supplementary services **41-8**
 understanding **41-1**
 using MTP devices **41-3**
- SIP autoregistration **12-2**
 SIP dial rules
 dial rule parameters **19-5**

- dial rule patterns [19-4](#)
 - overview [19-4](#)
 - PLAR [19-7](#)
 - SIP endpoints
 - overview [41-13](#)
 - SIP phone
 - default phone button template (advanced) [43-13](#)
 - default phone button template (basic) [43-13](#)
 - NTP reference [5-4](#)
 - PLAR [41-17](#)
 - SIP profile
 - Cisco SIP endpoints [41-18](#)
 - SIP trunks [41-5](#)
 - SIP standards
 - Cisco endpoints [41-14](#)
 - SIP trunks
 - SIP profile [41-5](#)
 - Skinny Client Control Protocol [39-3, 40-2](#)
 - Skinny Client Control Protocol (SCCP) Gateway Protocol [39-13](#)
 - Skinny Gateway Protocol [39-12](#)
 - SMDI
 - configuration checklist (table) [30-4](#)
 - integration requirements [30-1](#)
 - migration with DPA 7630/7610 [32-2, 32-3](#)
 - more information [30-5](#)
 - port configuration [30-2](#)
 - PSTN gateway interfaces [29-2](#)
 - voice mail integration [29-2, 30-1](#)
 - softkey templates
 - call states described (table) [43-17](#)
 - layout (figure) [43-18](#)
 - operation [43-18](#)
 - softphone [43-8](#)
 - SoftPhone, Cisco IP [21-5](#)
 - sound quality [8-1](#)
 - special characters
 - configuring [17-15](#)
 - described (table) [17-16](#)
 - explained [17-16](#)
 - speed dial
 - described [43-25](#)
 - standard roles [4-4](#)
 - standards
 - SIP [41-14](#)
 - standard user groups [4-4](#)
 - static digit analysis
 - caveats [17-14](#)
 - configuration tip [17-13](#)
 - described [17-13](#)
 - example prior to static digit analysis [17-15](#)
 - explained [17-13](#)
 - IPMA example with static digit analysis [17-15](#)
 - supported devices [11-1](#)
 - system configuration
 - for complete IP telephony system
 - overview [3-1](#)
 - overview checklist (table) [3-1](#)
 - more information [3-4](#)
 - overview [3-1](#)
 - system-level configuration settings [5-1](#)
-
- T
- T1 CAS [40-5](#)
 - T1 Primary Rate Interface (PRI) [39-1](#)
 - T1 Primary Rate Interface (T1 PRI) [40-6](#)
 - templates, phone button
 - 12 series, default [43-12](#)
 - 30 SP+, default [43-12](#)
 - 30 VIP, default [43-12](#)
 - 7902, default [43-12](#)
 - 7905 SCCP, default [43-12](#)
 - 7905 SIP, default [43-12](#)
 - 7910, default [43-12](#)
 - 7911 SCCP, default [43-11](#)
 - 7911 SIP, default [43-12](#)
 - 7912 SCCP, default [43-11](#)

- 7912 SIP, default [43-11](#)
- 7920, default [43-11](#)
- 7940 SCCP, default [43-11](#)
- 7940 SIP, default [43-11](#)
- 7941 G-GE SCCP, default [43-11](#)
- 7941 SCCP, default [43-11](#)
- 7941 SIP, default [43-11](#)
- 7960 SCCP, default [43-11](#)
- 7960 SIP, default [43-11](#)
- 7961 G-GE SCCP, default [43-10](#)
- 7961 SCCP, default [43-10](#)
- 7961 SIP, default [43-10](#)
- 7970 SCCP, default [43-10](#)
- 7970 SIP, default [43-10](#)
- 7971 SCCP, default [43-10](#)
- 7971 SIP, default [43-10](#)
- 7985, default [43-10](#)
- analog phone, default [43-13](#)
- ATA 186, default [43-13](#)
- CN622, default [43-13](#)
- conference station 7935, default [43-12](#)
- conference station 7936, default [43-12](#)
- default [43-9](#)
- described [43-9](#)
- guidelines [43-13](#)
- IP Communicator, default [43-13](#)
- IP-STE, default [43-13](#)
- ISDN BRI phone, default [43-13](#)
- listed by model (table) [43-10](#)
- third-party SIP device, default [43-13](#)
- VGC phone, default [43-12](#)
- VGC Virtual, default [43-12](#)
- templates, softkey
- add application [43-16](#)
 - configure softkey layout [43-16](#)
 - described [43-15](#)
 - layout (figure) [43-18](#)
 - operation [43-18](#)
- TFTP [10-8](#)
- alternate paths [10-8](#)
 - centralized TFTP [10-7, 10-8, 10-9](#)
 - configuration checklist (table) [10-9](#)
 - configuration files [11-2](#)
 - configuring a backup or fallback server [10-7](#)
 - customizing files [10-9](#)
 - list of topics [10-1](#)
 - master centralized TFTP [10-8](#)
 - more information [10-10](#)
 - multiple cluster environment [10-7](#)
 - overview [10-1](#)
 - process overview for Cisco SIP IP phones [10-3](#)
 - process overview for SCCP devices [10-2](#)
 - server
 - accessing [10-6](#)
 - identifying [10-6](#)
 - understanding [10-4](#)
 - time-of-day routing [16-1](#)
 - dependency records [16-3](#)
 - for end users [16-2](#)
 - more information [16-3](#)
 - time periods [16-1](#)
 - time schedules [16-2](#)
 - understanding [16-1](#)
- time periods
- dependency records [16-3](#)
 - explained [16-1](#)
 - more information [16-3](#)
- time schedules
- dependency records [16-3](#)
 - explained [16-2](#)
 - more information [16-3](#)
- time zones [5-4](#)
- tones [23-4](#)
- tools
- administrator
 - BAT [47-1](#)
 - CAR [47-2](#)

- Cisco CallManager Serviceability [47-1](#)
more information [47-3](#)
overview [47-1](#)
- transcoders
configuration checklist (table) [25-5](#)
dependency records [25-4](#)
failover and fallback [25-3](#)
managing with media resource manager [25-2](#)
more information [25-5](#)
overview [25-1](#)
performance monitoring [25-4](#)
resetting registered devices [25-4](#)
troubleshooting [25-4](#)
types in Cisco CallManager Administration [25-2](#)
understanding [25-1](#)
using as MTPs [25-2](#)
- transcoding
centralized MTP and conferencing services (figure) [28-4](#)
IP-to-IP packet [28-3](#)
IP-to-IP packet across trunks [28-4](#)
IP-to-IP packet and voice compression [28-3](#)
using Catalyst DSP [28-1](#)
- transfer
described [18-7](#)
on-hook [43-22](#)
- transformations
called party [17-25](#)
calling party [17-25](#)
- translation patterns
and called party transformations settings [17-27](#)
and calling party presentation and restriction settings [17-28](#)
and calling party presentation settings (table) [17-29](#)
and connected party presentation and restriction settings [17-30](#)
and connected party presentation settings (table) [17-31](#)
and route plan report [17-37](#)
use for failover [17-13](#)
- Trivial File Transfer Protocol (TFTP) [10-1](#)
- troubleshooting
annunciator [23-5](#)
- trunk interfaces
BRI [40-6](#)
E1 CAS [40-5](#)
E1 PRI [39-1, 40-6](#)
FXO [39-1, 40-3](#)
FXS [39-1, 40-3](#)
QSIG [39-1, 40-6](#)
signaling
E&M [40-4](#)
ground start [40-4](#)
loop start [40-4](#)
T1 CAS [39-1, 40-5](#)
T1 PRI [39-1, 40-6](#)
- trunks
associated route groups [42-6](#)
configuration [42-1](#)
configuration checklist (table) [8-10, 42-6](#)
configuring in Cisco CallManager [8-9, 42-2](#)
configuring on the router [8-8](#)
dependency records [42-6](#)
described [8-6](#)
gatekeeper controlled [42-2](#)
H.225 gatekeeper controlled [42-3](#)
intercluster gatekeeper controlled [42-3](#)
intercluster non-gatekeeper controlled [42-3](#)
more information [42-7](#)
non-gatekeeper controlled [42-2](#)
overview [42-1](#)
SIP [42-3](#)
-
- U
- unicast bridge control [22-3](#)
Unity, Cisco
configuration checklist (table) [31-5](#)
connections with the phone system (figure) [31-2](#)
integrated mailbox configuration [31-4](#)

- integration description [31-2](#)
 - messaging integration [31-1](#)
 - more information [31-7](#)
 - system requirements [31-1](#)
 - user
 - application
 - associating devices [21-3](#)
 - configuration checklist (table) [21-5](#)
 - described [21-1, 21-2](#)
 - more information [21-6](#)
 - configure phone features [43-28](#)
 - end
 - associating devices [21-4](#)
 - configuration checklist (table) [21-5](#)
 - described [21-1, 21-2](#)
 - more information [21-6](#)
 - user alert, avoiding [27-4](#)
 - user directory
 - extension mobility [21-4](#)
 - IP SoftPhone, Cisco [21-5](#)
 - user groups
 - CTI [45-5](#)
 - described [4-1, 4-3](#)
 - enterprise parameters [4-3](#)
 - more information [4-4](#)
 - overview [4-1](#)
 - standard [4-4](#)
 - user management
 - CTI [45-5](#)
 - user options
 - Cisco CallManager User Options [43-28](#)
-
- V
- video
 - alternate routing [44-8](#)
 - and Serviceability [44-10](#)
 - bandwidth management [44-7](#)
 - bridge counters [44-10](#)
 - call details records [44-11](#)
 - calls [44-2](#)
 - codecs [44-2](#)
 - conference devices [24-3](#)
 - configuration checklist (table) [44-12](#)
 - DSCP marking [44-8](#)
 - H.323 [44-4](#)
 - locations [44-8](#)
 - more information [44-13](#)
 - network [44-3](#)
 - other configuration [44-9](#)
 - performance monitoring counters [44-10](#)
 - phone configuration [44-8](#)
 - regions [44-7](#)
 - Skinny Client Control Protocol [44-6](#)
 - Skinny Client Control Protocol bridging [44-6](#)
 - understanding [44-1](#)
 - video phones
 - Cisco IP Phone 7985 [43-6](#)
 - voice codecs
 - bandwidth used per call (table) [5-7](#)
 - G.711 [5-7](#)
 - G.723 [5-7](#)
 - G.729 [5-7](#)
 - GSM [5-7](#)
 - supported by Cisco CallManager [5-7](#)
 - wideband [5-7](#)
 - voice compression [28-3](#)
 - voice gateways, see gateways
 - voice mail
 - access [29-2](#)
 - gateway-based [29-2](#)
 - call forwarding
 - intercluster trunk, example [29-6](#)
 - intracluster trunk, examples [29-5](#)
 - call forwarding in multiple systems [29-5](#)
 - call transfer [29-6](#)
 - configuration
 - message waiting indication [29-4](#)

message-waiting indication policy [29-4](#)
more information [29-6](#)
configuring messages button [43-27](#)
connectivity
 more information [29-6](#)
connectivity to Cisco CallManager [29-1](#)
gateway-based [29-2](#)
interfaces [29-1](#)
 intercluster [29-2](#)
 PSTN gateway [29-2](#)
 Skinny Protocol [29-1](#)
message waiting configuration [29-3](#)
pilot numbers [29-3](#)
profiles [29-3](#)
SMDI
 configuration checklist (table) [30-4](#)
 integration [30-1](#)
 requirements for integration [30-1](#)
voice messaging, see voice mail
voice quality [8-1](#)

W

wideband [5-7](#)
wildcards
 described (table) [17-16](#)
 for hunt pilots [17-16](#)
 for route patterns [17-16](#)
 using @ in route patterns [17-12](#)