



System Configuration Overview

For best results when configuring a complete Cisco Unified Communications system, start with the system-level components and work toward the individual devices. For example, you have to configure the appropriate device pools, route lists, locations, and calling search spaces before you can use those components to configure phones and lines.

This chapter presents an overall flow, or order, for configuring the components of your Cisco Unified Communications network. It covers the following topics:

- [Basic Configuration Flow, page 3-1](#)
- [Where to Find More Information, page 3-4](#)

Basic Configuration Flow

[Table 3-1](#) lists the general steps that are involved in configuring a complete IP telephony system. If you are not using a particular feature or component, you can skip that step. You have some flexibility in the order for performing these configuration steps, and in some cases, you might have to alternate between steps or return to a given step several times to complete your configuration.

Table 3-1 Configuration Overview Checklist

Configuration Steps		Procedures and related topics
Step 1	Install the Cisco Unified CallManager software on one server. This server acts as the database server and is referred to as the first server. Before installing any subsequent servers, always define the node in Server Configuration of Cisco Unified CallManager Administration. Security purposes requires this action.	<i>Installing Cisco Unified CallManager Release 5.0(2)</i> Server Configuration , <i>Cisco Unified CallManager Administration Guide</i>
Step 2	Install the Cisco Unified CallManager software on each subsequent server.	
Step 3	Add services, as required, to the first database server.	<i>Cisco Unified CallManager Serviceability Administration Guide</i> <i>Cisco Unified CallManager Serviceability System Guide</i>

Table 3-1 Configuration Overview Checklist (continued)

Configuration Steps	Procedures and related topics
Step 4 Configure system-level settings: • Cisco Unified CallManagers (Be aware that some Cisco Unified CallManager-specific elements are required, such as enabling of auto-registration and establishing a starting directory number [DN].) • Cisco Unified CallManager groups • Date/time groups • Regions • Softkey templates (Softkey templates represent a required field in device pool configuration, but they offer standard template options as well.) • Device defaults • Enterprise parameters • Locations	System-Level Configuration Settings, page 5-1
Step 5 Design and configure your dialing plan: • AAR Group • Application Dial Rules (optional, used by Cisco Unified CM Assistant and Cisco WebDialer) • Partitions • Calling search spaces • Route filters • Route groups and line groups • Route and hunt lists • Route patterns (If you want to assign route patterns to gateways, you need to create gateways prior to configuring the route pattern for those gateways.) • Translation patterns	Partitions and Calling Search Spaces, page 15-1 Understanding Route Plans, page 17-1
Step 6 Configure media resources: • Conference bridges • Transcoders • Annunciator • Media termination points • Music on hold audio sources • Music on hold servers • Media resource groups • Media resource group lists	Media Resource Management, page 22-1 Media Resource Group Configuration, Cisco Unified CallManager Administration Guide

Table 3-1 Configuration Overview Checklist (continued)

Configuration Steps		Procedures and related topics
Step 7	Configure device pool settings: • Cisco Unified CallManager group • Date/Time group • Regions • Softkey template • SRST reference • Calling Search Space for Auto-registration • Media Resource Group List • Network Hold MOH Audio Source • User Hold MOH Audio Source • Network Locale • User Locale	Device Pool Configuration , <i>Cisco Unified CallManager Administration Guide</i>
Step 8	Install and configure one of the following voice-messaging systems: • External (non-Cisco) voice-messaging system • Cisco Unity voice-messaging system	SMDI Voice Mail Integration , page 30-1 Administration documentation for Cisco Unity
Step 9	Configure meet-me numbers/patterns.	Meet-Me Number/Pattern Configuration , <i>Cisco Unified CallManager Administration Guide</i>
Step 10	Configure message-waiting numbers.	Message Waiting Configuration , <i>Cisco Unified CallManager Administration Guide</i>
Step 11	Configure features: • Call park • Call pickup and group call pickup • Barge • Immediate Divert • Cisco IP phone services • Cisco Extension Mobility • Cisco Unified CallManager Attendant Console	Configuring Call Park , <i>Cisco Unified CallManager Features & Services Guide</i> Call Pickup Group , page 34-1 Configuring Barge and Privacy , <i>Cisco Unified CallManager Features and Services Guide</i> Configuring Immediate Divert , <i>Cisco Unified CallManager Features and Services Guide</i> Cisco Unified IP Phone Services , page 35-1 Cisco Extension Mobility , <i>Cisco Unified CallManager Features and Services Guide</i> Cisco Unified CallManager Attendant Console , page 37-1
Step 12	Install and configure the gateways.	Understanding Cisco Unified CallManager Voice Gateways , page 39-1

Table 3-1 Configuration Overview Checklist (continued)

Configuration Steps		Procedures and related topics
Step 13	Configure and install the phones; then, associate users with the phones. Also, configure phone button templates and softkey templates.	Cisco Unified IP Phones, page 43-1 Understanding the Directory, page 20-1 Phone Button Template Configuration, Cisco Unified CallManager Administration Guide Softkey Template Configuration, Cisco Unified CallManager Administration Guide Administration documentation for Cisco Unified IP Phones
Step 14	Enable computer telephony integration (CTI) application support; then, install and configure the desired CTI applications.	Computer Telephony Integration, page 45-1 Documentation provided with your application

Where to Find More Information

Related Topic

- See [Table 3-1](#).

Additional Cisco Documentation

- *Installing Cisco Unified CallManager Release 5.0(2)*
- *Cisco Unified CallManager Administration Guide*
- *Cisco Unified CallManager Features and Services Guide*
- Administration documentation for Cisco Unified IP Phones