



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 Unified 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 Unified CallManager **5-7**
used by codec types (table) **5-8**
barge
described **43-20**
Basic Rate Interface (BRI) **40-6**
BAT **47-1**
Bulk Administration Tool (BAT) **47-1**
buttons
directories button **43-28**
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 **8-2**
illustrated (figure) **8-2**
more information **8-10, 9-23**
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 **29-6**
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 Unified CallManager **2-2**
 - combined with redundancy (figure) **7-3**
- calls
 - making and receiving multiple per directory number **18-7**
 - on-hook call transfer **43-23**
 - 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 Unified CallManager **46-1**
 - more information **46-2**
- Cisco Call Back
 - described **40-8**
- Cisco Communication Media Module (CMM) **39-7**
- 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 SoftPhone **21-5**
- Cisco Messaging Interface (CMI) **30-2**
- Cisco SIP endpoints
- SIP profile **41-19**
- Cisco SIP IP Phones
- default phone button template (advanced) **43-13**
 - default phone button template (basic) **43-13**
 - 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 Unified CallManager
- additional documentation **1-3**
 - 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 **1-3**
 - redundancy **7-1**
 - server, configuring **5-1**
 - supported voice codecs **5-7**
 - voice mail connectivity **29-1**
- Cisco Unified CallManager Assistant
- softkey templates
 - described **43-15**
- Cisco Unified CallManager Conference Bridge (WS-SVC-CMM) **24-3**
- Cisco Unified CallManager JTAPI
- using user directory **21-1**
- Cisco Unified CallManager System Guide
- conventions **xxv**
 - organization **xxiv**
 - related documentation **xxv**
- Cisco Unified CallManager User Options **43-28**
- Cisco Unified Communications
- 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 Unified IP Phones
- See also phones*
 - 12 SP+, described **43-7**
 - 30 VIP, described **43-7**
 - 7902, described **43-6**
 - 7905, described **43-5**
 - 7910, described **43-5**
 - 7911, described **43-5**
 - 7912, described **43-4**
 - 7914 Expansion Module, described **43-4**
 - 7920, described **43-4**
 - 7935, described **43-7**
 - 7940, described **43-3**
 - 7941, described **43-3**
 - 7960, described **43-3**
 - 7961, described **43-3**
 - 7970, described **43-2**
 - 7971, described **43-2**
 - 7985, described **43-6**

- Cisco Unified IP Conference Station 7936,
described [43-6](#)
- directories button [43-28](#)
- 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 [43-25](#)
 - speed dial [43-25](#)
 - messages button [43-27](#)
 - overview [43-1](#)
 - supported models
 - described (table) [43-2](#)
 - listed [43-2](#)
- Cisco Unified 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 Unity
- configuration checklist (table) [31-5](#)
 - connections with the phone system (figure) [31-2](#)
 - integrated mailbox configuration [31-4](#)
 - messaging integration [31-1, 31-2](#)
 - 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) [5-8](#)
 - G.711 [5-7](#)
 - G.723 [5-7](#)
 - G.729 [5-7](#)
 - GSM [5-7](#)
 - supported by Cisco Unified 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 Unified CallManager
 Administration **24-4**
 conference devices
 Cisco Unified CallManager 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 **39-18**
 connected party
 presentation settings **17-30**
 restriction settings **17-30**
 transformations settings (table) **17-31**
 conventions **xv**
 counters
 video bridge **44-11**
 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 **45-9**
 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 Unified 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 **43-29**
- 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 Unified CallManager 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 **13-3**
- 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**
Unified CallManager Assistant example with static digit analysis **17-15**
- directories button
configuring **43-28**
- 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 **18-6**
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 Unified 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 Unified CallManager Assistant **38-1**
 Cisco Unified IP Phone Services
 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 Unified 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 **43-28**
ground-start signaling **40-4**
groups, Cisco Unified 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**

I

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 Unified CallManager **1-1**

IP Phones
See Cisco Unified IP Phones
IP Phone Services
See Cisco Unified IP Phone Services
IP SoftPhone, Cisco
 user directory **21-5**
IP telephony
 protocols
 more information **40-15**
 understanding **40-1**

J

join
 described **18-7, 43-23**
JTAPI
See Cisco Unified CallManager JTAPI

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, 9-12](#)
- described [8-2](#)
- 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 [22-7](#)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 [29-4](#)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 [39-18](#)
- 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 Unified 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 [43-23](#)
- organization [xxiv](#)
- overview
 - of Cisco Unified 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 [29-5](#)
- 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 **43-13**
 - 30 SP+, default template **43-12**
 - 30 VIP, default template **43-13**
 - 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 **43-12**
 - 7911 SIP, default template **43-12**
 - 7912 SCCP, default template **43-12**
 - 7912 SIP, default template **43-12**
 - 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 **43-11**
 - 7961 SCCP, default template **43-11**
 - 7961 SIP, default template **43-11**
 - 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**
 - Cisco IP Communicator, default template **43-13**
 - CN622, default template **43-13**
 - conference station 7935, default template **43-12**
 - conference station 7936, default template **43-12**
 - 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 **43-13**
- VGC Virtual, default template **43-13**
- phone login
- described **36-1**
- phone NTP reference
- configuring for SIP phones **5-4**
- phones
- See also* Cisco Unified IP Phones
 - administration tips **43-25**
 - associating with users **43-25**
 - button templates
 - default **43-10**
 - described **43-9**
 - guidelines **43-13**
 - listed by model (table) **43-10** - Cisco Unified IP Phone Services **35-1**
 - common phone profiles **43-19**
 - dependency records
 - described **43-29** - failover and fallback **43-29**
 - features
 - described (table) **43-14**
 - privacy **43-20** - find all phones **43-27**
 - methods for adding **43-19**
 - more information **43-33**
 - SCCP configuration checklist (table) **43-29**
 - search by authentication string **43-27**
 - 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 **43-27**
 - search by device type **43-26**
 - search by directory number **43-26**
 - search by LSC status **43-26**
 - search by security profile **43-27**
 - search tips **43-26**
 - search within results **43-27**

SIP configuration checklist (table) [43-29](#)
 softkey templates
 add application [43-16](#)
 configure softkey layout [43-17](#)
 described [43-15](#)
 PLAR
 for Cisco SIP phones [41-18](#)
 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 [41-18](#)
 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 [39-14](#)
 Skinny Gateway Protocol [39-12](#)

Q

QSIG
 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 [40-15](#)
 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 [40-8](#)
 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 Unified 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 **44-8**
- 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 Unified 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**

S

SCCP auto-registration **12-2**

search

 by authentication string **43-27**

 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 **43-27**

 by device type **43-26**

 by directory number **18-8, 43-26**

 by LSC status **43-26**

 by security profile **43-27**

 for all directory numbers in the database **18-8**

 for all phones in the database **43-27**

 for directory numbers **18-8**

 for phones **43-26**

 within results **43-27**

security profile

 search for phones **43-27**

server, Cisco Unified 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 **29-5**

service URL

 described **43-25**

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 Unified CallManager support for Cisco SIP
 endpoints **41-15**

 configuration checklist (table) **41-13**

 description of Cisco CallManager and SIP **41-2**

 diversion header **41-16**

 DTMF Relay calls **41-6**

 functions and features in Cisco Unified
 CallManager **41-5**

 join header **41-16**

 more information **41-20**

 networking **41-1**

 protocol **40-3**

 REFER **41-16**

 remotecc **41-17**

 remote party ID (RPID) header **41-16**

 replaces and referred-by headers **41-16**

- replaces header **41-16**
- RFC3261 **41-15**
- RFC3262 **41-15**
- RFC3264 **41-15**
- RFC3265 + dialog package **41-17**
- RFC3265 + KPMI package **41-17**
- RFC3265 + presence package **41-17**
- RFC3265 + RFC3842 MWI package **41-17**
- RFC3311 **41-15**
- RFC3514 **41-16**
- RNDIS **41-12**
- 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
- NTP reference **5-4**
 - PLAR **41-18**
- SIP phones
- See Cisco SIP IP Phones*
- SIP profile
- Cisco SIP endpoints **41-19**
 - SIP trunks **41-5**
- SIP standards
- Cisco endpoints **41-15**
- SIP trunks
- SIP profile **41-5**
- Skinny Client Control Protocol **39-3, 40-2**
- Skinny Client Control Protocol (SCCP) Gateway Protocol **39-14**
- 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 **41-15**
- 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**
 - Unified CallManager Assistant 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 **43-13**
 - 30 SP+, default **43-12**
 - 30 VIP, default **43-13**
 - 7902, default **43-12**
 - 7905 SCCP, default **43-12**
 - 7905 SIP, default **43-12**
 - 7910, default **43-12**
 - 7911 SCCP, default **43-12**
 - 7911 SIP, default **43-12**
 - 7912 SCCP, default **43-12**
 - 7912 SIP, default **43-12**
 - 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 **43-11**
 - 7961 SCCP, default **43-11**
 - 7961 SIP, default **43-11**
 - 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**
 - Cisco IP Communicator, default **43-13**
 - CN622, default **43-13**
 - conference station 7935, default **43-12**
 - conference station 7936, default **43-12**
 - default **43-10**
 - described **43-9**
 - guidelines **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 **43-13**
 - VGC Virtual, default **43-13**
 - templates, softkey
 - add application **43-16**
 - configure softkey layout **43-17**
 - 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 Unified 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 Unified 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 **43-23**
 - 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 Unified 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

See Cisco Unity

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**

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 Unified CallManager User Options **43-28**

V

video

alternate routing **44-8**
 and Serviceability **44-10**
 bandwidth management **44-7**
 bridge counters **44-11**
 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 **44-9**
 regions **44-8**
 Skinny Client Control Protocol **44-6**
 Skinny Client Control Protocol bridging **44-6**
 understanding **44-1**
 video phones
 Cisco Unified IP Phone 7985 **43-6**
 voice codecs
 bandwidth used per call (table) **5-8**
 G.711 **5-7**
 G.723 **5-7**
 G.729 **5-7**
 GSM **5-7**
 supported by Cisco Unified 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 **29-6**
 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 **29-7**
 configuring messages button **43-27**
 connectivity
 more information **29-7**
 connectivity to Cisco Unified CallManager **29-1**
 gateway-based **29-2**
 interfaces **29-1**
 intercluster **29-2**
 PSTN gateway **29-2**
 Skinny Protocol **29-2**
 message waiting configuration **29-4**
 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**

