



Preface

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



Note

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

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

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Purpose

The *Cisco Unified Communications Manager Features and Services Guide* provides the information that you need to understand, install, configure, manage, use, and troubleshoot Cisco Unified Communications Manager (formerly Cisco Unified CallManager) features.

Audience

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

Organization

The following table provides an overview of the organization of this guide.

Chapter	Description
Barge and Privacy	Provides a description and configuration procedures for the Cisco Unified Communications Manager features Barge and Privacy.
Call Back	Provides a description and configuration procedures for Cisco Call Back.
Call Display Restrictions	Provides a description and configuration procedures for the Call Display Restrictions feature.
Call Park and Directed Call Park	Provides a description and configuration procedures for the Cisco Unified Communications Manager Call Park and Directed Call Park features.
Call Pickup	Provides a description and configuration procedures for the Cisco Unified Communications Manager Immediate Divert Call Pickup feature.
Call Throttling and the Code Yellow State	Provides a description of the call throttling feature and the service parameters you use to configure it.
Calling Party Normalization	Provides a description of calling party normalization.
Cisco Extension Mobility	Provides a description and configuration procedures for Cisco Extension Mobility for Cisco Unified Communications Manager.
Cisco Unified Communications Manager Assistant With Proxy Line Support	Provides a description and configuration procedures for Cisco Unified Communications Manager Assistant (Cisco Unified CM Assistant) with proxy line support.
Cisco Unified Communications Manager Assistant With Shared Line Support	Provides a description and configuration procedures for Cisco Unified Communications Manager Assistant (Cisco Unified CM Assistant) with shared line support.
Cisco Unified Communications Manager Attendant Console	Provides a description and configuration procedures for the Cisco Unified Communications Manager Attendant Console application.
Cisco Unified Communications Manager Auto-Attendant	Provides a description and configuration procedures for Cisco Unified Communications Manager Auto-Attendant.
Cisco Unified Mobility	Provides a description and configuration information for Cisco Unified Mobility, including the Mobile Connect and Mobile Voice Access features.
Cisco Web Dialer	Provides a description and configuration procedures for Cisco Web Dialer for Cisco Unified Communications Manager.
Client Matter Codes and Forced Authorization Codes	Provides descriptions and configuration procedures for Client Matter Codes (CMC) and Forced Authorization Codes (FAC).
Custom Phone Rings	Provides a description and configuration procedures for Cisco Unified Communications Manager custom phone rings.

Chapter	Description
Device Mobility	Provides a description and configuration information for the Device Mobility feature.
Do Not Disturb	Provides a description and configuration information for the Do Not Disturb feature.
External Call Transfer Restrictions	Provides a description and configuration procedures for the External Call Transfer Restrictions feature.
Hold Reversion	Provides a description and configuration information for the Hold Reversion feature.
Immediate Divert	Provides a description and configuration procedures for the Cisco Unified Communications Manager Immediate Divert feature.
Intercom	Provides a description and configuration information for the Cisco Unified Communications Manager Intercom feature.
Local Route Groups	Provides a description and configuration procedures for the Local Route Groups feature.
Malicious Call Identification	Provides a description and configuration procedures for the Cisco Unified Communications Manager Malicious Call Identification feature.
Monitoring and Recording	Provides a description and configuration information for the call monitoring and call recording features.
Multilevel Precedence and Preemption	Provides a description and configuration procedures for the Cisco Unified Communications Manager Multilevel Precedence and Preemption feature.
Music On Hold	Provides a description and configuration procedures for Cisco Music On Hold.
Presence	Provides a description and configuration procedures for the Presence feature.
Quality Report Tool	Provides a description and configuration procedures for the Quality Report Tool (QRT) feature.

Related Documentation

Refer to the following documents for further information about related Cisco IP telephony applications and products:

- *Installing Cisco Unified Communications Manager Release 7.0(1)*
- *Upgrading Cisco Unified Communications Manager Release 7.0(1)*
- *Cisco Unified Communications Manager Documentation Guide*
- *Release Notes for Cisco Unified Communications Manager Release 7.0(1)*
- *Cisco Unified Communications Manager System Guide*
- *Cisco Unified Communications Manager Administration Guide*
- *Cisco Unified Serviceability Administration Guide*
- *Cisco Unified Communications Manager Call Detail Records Administration Guide*

- *Cisco Unified Real-Time Monitoring Tool Administration Guide*
- *Troubleshooting Guide for Cisco Unified Communications Manager*
- *Cisco Unified IP Phone Administration Guide for Cisco Unified Communications Manager*
- *Cisco Unified Communications Manager Bulk Administration Guide*
- *Cisco Unified Communications Manager Security Guide*
- *Cisco Unified Communications Solution Reference Network Design (SRND)*

Conventions

This document uses the following conventions:

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

Notes use the following convention:



Note

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



Timesaver

Timesavers use the following conventions:

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

Tips use the following conventions:



Tip

Means *the information contains useful tips.*

Cautions use the following convention:



Caution

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

Warnings use the following conventions:



Warning

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

Obtaining Documentation and Submitting a Service Request

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

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

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

Cisco Product Security Overview

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

Further information regarding U.S. export regulations may be found at

http://www.access.gpo.gov/bis/ear/ear_data.html.

