



# INDEX

## Symbols

- \* (asterisk) special character, 120
- @ (at symbol) wildcard, 118–119
- [ ] (brackets) special characters, 119
- ^ (circumflex) special character, 119
- . (dot) special character, 120
- ! (exclamation point) wildcard, 119
- (hyphen) special character, 119
- # (octothorpe) special character, 120
- + (plus sign) wildcard, 119
- ? (question mark) wildcard, 119

## Numerics

- 10-10-Dialing DDI, 127
- 10-10-Dialing Trailing-# DDI, 130
- 11/10D->7D DDI, 128
- 11/10D->7D Trailing-# DDI, 128
- 11D->10D DDI, 128
- 11D->10D Trailing-# DDI, 129

## A

- AAA (Authentication, Authorization, and Accounting), 353
- abbreviations, 110, 199
  - IP Telephony Network Glossary, 165
- About Cisco CallManager menu item (CCMAdmin Help menu), 53
- access lists, anti-spoofing, 361, 362
- access-code command, 471
- accessing
  - Cisco IP Phone User Options Web page, 214, 215
  - Global Directory, 221
- acronyms, 110
- Ad Hoc conferences, 167
- Add a New Device menu item (CCMAdmin Device menu), 49
- Add a New User menu item (CCMAdmin User menu), 51
- adding
  - Cisco IP Phones
    - manually, 245–246
    - services to templates, 284
    - to database, 237–239
  - CTI port to Cisco IP SoftPhones, 519
- devices
  - profiles, 266
  - to database, 231
- directories to Cisco IP SoftPhones, 521
- gatekeepers to configuration database, 253–254
- gateways to database, 247–250
  - H.323 gateways, 252–253
  - MGCP gateways, 250–251
  - non-IOS MGCP gateways, 252
- MOH audio sources, 433
- MOH servers, 428–431
- new CallManager users, 219–220
- phones
  - to Cisco CallManager database, 292–294
  - to Cisco WebAttendant, 508
- users
  - to Cisco WebAttendant, 510
  - with CSV files, 287–292
- adding MTPs, 170
- adjusting Cisco IP Phone User Options Web page settings, 215, 216
- admin users, 294
- admission control, location-based, 459
- Aggregator layer (Cisco CallManager), 539
- Alarm menu (CCMServability), 53
- Analysis menu item (CCMServability Trace menu), 55
- anonymous devices, gatekeepers, 254, 452–453
- anti-spoofing
  - access lists, 361–362
  - filters, 360–361
- applications, 31
  - Cisco AVVID, 10–11
  - Cisco IP SoftPhones, 517
    - configuring, 519–521
    - CTI ports, adding, 519
    - technical specifications, 518
  - Cisco Unity, 522
    - digital networking capability, 523
    - features, 523
    - integrating with Cisco CallManager, 524–530
  - Cisco WebAttendant, 500
    - administrator features, 505
    - client configuration, 514–517
    - configuring, 508–517
    - Online/Offline, 503
    - prerequisites for use, 501–505
    - TCDSRV, 506–507

user interface, 502–503  
 users, adding, 510  
 CTI, 263–264  
 Applications menu  
     CCAdmin, 51–52  
     CCServiceability, 56  
 applying  
     CSSs/partitions to devices, 156–157  
     DDIs, 142  
     DDIs to dialed numbers, 127–135  
     masks, 136  
 architecture, Cisco CallManager, 538  
     Call Control layer, 551  
     Device layer, 540–549  
     Link layer, 539  
     Media Control layer, 550  
 ART menu item (CCServiceability Applications menu), 56  
 assigning  
     button templates to phones, 232–233  
     call group numbers to phones, 206  
     device pool characteristics, 86  
     devices to MRGLs, 190  
     packets to queues, 371–372  
     resources to MRGs  
         grouping by location, 180  
         grouping by type, 179, 180  
     route pattern to gateway ports, 114  
 associating multiple phones to users, 287  
 AST or Real-Time Monitoring Tool menu item (CCServiceability Tools menu), 56  
 asterisk (\*) character, 120  
 asymmetric routing, 362  
 at symbol (@) wildcard, 119  
 attackers, 363  
 audience, 7  
 audio sources (MOH)  
     adding/updating, 433  
     file conversion status, viewing, 433  
     fixed, configuring, 433–436  
     IDs, 172  
     storage directory, 431  
 Audio Translator, installation caveats, 427  
 Audit Endpoint messages (MGCP), 407  
 authentication (VTP servers), enabling, 359  
 autogenerated device profiles, configuring, 266  
 automatic subnet placement, 383  
 auto-registration, 70, 239

## B

BAT (Bulk Administration Tool)  
     adding phones to Cisco CallManager database, 292–294  
     bulk transactions, effect on Cisco CallManager performance, 278  
     CSV files  
         copying to Publisher database, 292  
         creating, 281–282  
         features, 279–280  
         installation, memory requirements, 278  
         queries, performing, 295–297  
         templates, 280  
             batch processing, 283–284, 287  
             creating, 283–287  
             performing bulk transaction, 282  
         .xlt files, creating CSV files, 281  
 BAT menu item (CCServiceability Applications menu), 56  
 books, online help, 60  
 bridges, Unicast, 418

building route plans, 113–115, 124–126  
     External Route Plan Wizard, 142–146  
 bulk transactions  
     adding users, 287–292  
     deleting users, 295–297  
     effect on Cisco CallManager performance, 278  
     performing with templates, 282  
     queries, performing, 295–297  
     updates, performing, 295–297  
 bursty traffic, 386  
 button templates, assigning to phones, 232–233

## C

call admission control, gatekeepers, 253–254  
 Call Control, 416  
 Call Control layer (Cisco CallManager architecture), 539, 551  
 call forward, 240  
 call group numbers, assigning to phones, 206  
 call park, 200–201  
     configuring, 202–203  
 Call Park menu item (CCAdmin Feature menu), 48

- call pickup, 203–204
  - configuring, 206–207
  - example, 204–206
- Call Pickup menu item (CCMAdmin Feature menu), 48
- call preservation
  - example, 403–406
  - requirements for
    - active connection maintenance, 401
    - disconnect supervision, 402
    - switchover algorithms, 403
- call processing
  - centralized model, 152
  - Cisco AVVID, 11
  - design concept, 32
  - distributed, 400–401, 445–447
    - intercluster trunks, 448
  - scalability, 15
- call waiting, 240
- called party transformations, 135, 138–140
  - configuring, 142
- calling party transformations, 135–138
  - configuring, 142
- Calling Search Space menu item (CCMAdmin Route Plan menu), 44
- calling searches, rogue phones, 481
- CallManager. *See Cisco CallManager*
- call-manager-fallback command, 470
- Catalyst Inline Power Patch Panel, 31
- Catalyst switches
  - Catalyst 3524-PWR XL switch, 30
  - Catalyst 4224 switch, 30
    - DSPs, 467
    - supported codecs, 469
  - Catalyst 6000 switch, 30
    - inline power modules, 30
      - configuring, 378–381
    - port security, enabling, 359
- CBAC, 363
- CCMAdmin
  - Applications menu, 51–52
  - Cisco IP Phone services, 209
  - device configuration, 231
  - Device menu, 48, 50, 486–490
  - Directory Number Configuration page, 242
  - Feature menu, 48, 486
  - Help menu, 52–53, 59
  - installed applications, guidelines, 491–492
  - MOH Server Configuration page, configurable settings, 428–430
- phone button template, configuring, 232–234, 237
- Route Plan menu, 43–45
- Service menu, 46–47
- service parameter guidelines, 485–486
- System menu, 41–43
  - Device Pool menu item, 85–90
  - Enterprise Parameters menu item, 90–91
  - Location menu item, 99–100
  - Region menu item, 81–85
  - User menu, 50, 219
    - adding new users, 219–220
    - guidelines, 491
- CCMServicability
  - Alarm menu, 53
  - Applications menu, 56
  - Help menu, 57
  - Tools menu, 55
  - Trace menu, 54–55
- CDR Analysis & Reporting menu item (CCMServicability Tools menu), 56
- CDRs (call detail records), 409
  - purging, 482
- centralized call processing model, 76, 152, 457–459
  - intercluster calls, 460
- characteristics
  - of cluster servers, 68
  - of device pools, assigning, 86
  - of multiple site deployment model, 95
    - with centralized call processing, 96–98
    - with distributed call processing, 96
  - of single site deployment model, 93
- checking CDR database size, 482
- circumflex (^) character, 119
- Cisco AVVID, 8
  - applications, 10, 11
  - call processing, 11
  - clients, 12, 13
  - infrastructure, 12
  - platforms, MCS 7800 series, 18
- Cisco CallManager, 16, 17
  - adding phones to database, 292–294
  - approved server configurations
    - Compaq ProLiant, 19–20
    - IBM, 20–21
  - architecture layers, 538
    - Call Control layer, 551
    - Device layer, 540–549
    - Link layer, 539
    - Media Control layer, 550

- clusters, sharing resources, 420, 424
- configuration database. *See* database
  - configuring, 66–67
    - Cisco CallManager menu item (CCMAdmin System menu), 68–71
    - Server menu item (CCMAdmin System menu), 67–68
  - database
    - high-count items, 57
    - replication, 64–65
  - External Route Plan Wizard, 142–144
    - implementing external routing to PSTN, 144–146
  - fallback mode, 462
  - Global Directory, 221
  - groups, configuring, 75, 78
    - date/time groups, 79
  - installation configuration information, 313–314, 324
    - backup server, 317
    - computer name, 315
    - configuration process, 318–324
    - database server, 317
    - directory manager password, 316
    - DNS, 316
    - domain suffix, 315
    - product key, 313
    - requirements based on size, 61–63
    - scalability, 15
    - system administrator password, 317
    - TCP/IP properties, 315–316
    - workgroup, 315
  - new users, adding, 219–220
    - with CSV files, 287–292
  - post-installation procedures, 325
    - changing passwords, 325–327
    - IP address, 327–328
    - one-way replication, 329–331
    - stopping unnecessary services, 332–333
  - pre-installation procedures, 311–312
  - route patterns, 116
    - digit analysis, 121–122
  - Route Plan Reports, 146
  - shared line appearances, 243–246
  - Unicast control process, 418
  - upgrading, 336
    - for 10000 users, 338–340
    - for 2500 to 5000 users, 337–338
    - for 2500 users, 336
  - voice mail, service parameters, 265–266
- Cisco CallManager Administration
  - ConfBr configuration, 167
  - Feature menu
    - call park, 200–201
    - call pickup, 203–207
  - Media Termination Point Configuration Page, 170
  - Route Plan menu, 105
  - valid field entries, 120–121
  - wildcards, 122–123
- Cisco CallManager Administration menu item (CCMServiceability Applications menu), 56
- Cisco CallManager Group menu item (CCMAdmin System menu), 42
- Cisco CallManager menu item (CCMAdmin System menu), 42
- Cisco CallManager Serviceability menu item (CCMAdmin Applications menu), 52
- Cisco IDS (Intrusion Detection System), 363
- Cisco IOS (Internetwork Operating System)
  - software images, Catalyst 4224, 468
  - SRST, 462–463
    - Catalyst 4224 Access Gateway switch, 466–469
    - configuring, 470–472
    - features, 464–465
    - minimum system requirements, 465
- Cisco IP Conference Station 7935, 23
- Cisco IP Phone 7940/7960, 22
  - services button, 217
- Cisco IP Phone Productivity Services SDK, 207
- Cisco IP Phone Services Configuration page (CCMAdmin), 207
- Cisco IP Phone Services menu item (CCMAdmin Feature menu), 48
- Cisco IP Phone User Options Web page, 214–215
- Cisco IP Phones, 16, 22–26
  - adding to database, 237–239
  - auto-registration, 70–71, 239
  - connecting to power source, 377–378
  - directory numbers, configuring, 242
  - features, 239–240
  - MAC address, displaying, 241–242
  - manual configuration, 245–246
  - services
    - adding to templates, 284
    - customizing, 217–218
    - parameters, defining, 213
  - subscribing to CCADMIn services, 209
- Cisco IP SoftPhones, 26, 517
  - configuring, 519–521

- directories, adding, 521
- CTI port, adding, 519
- technical specifications, 518
- Cisco IP Voice Media Streaming Application
  - MOH server, component filenames, 427–428
  - MTPs, adding, 170
- Cisco Messaging Interface menu item (CCMAdmin Service menu), 46
- Cisco Product Key, 313
- Cisco TFTP (Trivial File Transfer Protocol), 192
- Cisco TFTP menu item (CCMAdmin Service menu), 46
- Cisco Unity, 522
  - digital networking capability, 523
  - features, 523
  - integrating with Cisco CallManager, 524–530
  - service parameters, 265–266
- Cisco Voice Mail Port menu item (CCMAdmin Device menu), 49
- Cisco Voice Mail Port Wizard, 264
- Cisco Voice Mail Port Wizard menu item (CCMAdmin Device menu), 49
- Cisco WebAttendant, 193, 500
  - administrator features, 505
  - client configuration, 514–517
  - configuring, 508–517
  - hunt groups, configuring, 512, 514
  - Online/Offline, 503
  - pilot points, configuring, 511–512
  - prerequisites for use, 501–505
  - shared database, establishing, 508
  - TCDSRV, 506–507
  - user interface, 502–503
  - users, adding, 510
- Cisco WebAttendant menu item (CCMAdmin Service menu), 46
- classification, QoS, 370
- CLID, verifying transmission, 484
- clients
  - Cisco AVVID, 12–13
  - Cisco WebAttendant, configuring, 514–517
- closest match routing, 122
  - PTs, 149–150
- clusters
  - 2500 to 5000 users, recommendations, 73
  - 5000 to 10,000 users, recommendations, 74
- call pickup feature, 203–204
  - configuring, 206–207
  - example, 204–206
- communication, 62–64
- device pools, system guidelines, 480
- media resources, 166
- ConfBrs, 167
- limitations, 420
- managing, 176–177
- MRGLs, 178
- MRGs, 177–178
- sharing, 420, 424
- regions, configuring, 81–85
- registered devices, default settings, 81
- scalability, 15
  - servers
    - characteristics, 68
    - configuring, 71
  - shared line appearances, 243–246
  - software, system guidelines, 478
  - TFTP, system requirements, 482
  - trace levels, configuring, 482
  - under 2500 users, recommendations, 72
- CMI (Cisco Messaging Interface), 192
- codecs
  - supported on Catalyst 4224, 469
  - XCODEs, 174–175
- Collection menu item (CCMServiceability Trace menu), 55
- commands, 471
  - access-code, 471
  - call-manager-fallback, 470
  - default destination, 471
  - dialplan-pattern, 471
  - huntstop, 471
  - ip source-address, 470
  - ip verify unicast rpf, 362
  - keepalive, 471
  - max-dn, 471
  - max-ephones, 470
  - show port status, 380
  - show voicecard transcode, 175
  - transfer-pattern, 471
  - voicemail, 471
- communities (SNMP), configuring, 358
- Compaq DL320 servers, 310
- Compaq DL380 servers, 308
  - flexibility, 309
  - high availability, 308
  - performance, 308
  - scalability, 309
  - system backup and restore features, 309
- Compaq ProLiant servers, approved CallManager configurations, 19, 20
- Component Versions menu item (CCMAdmin Help menu), 53

- components of CIPT, 16
  - applications, 17, 31
  - call processing design concept, 32
  - Cisco CallManager, 16–17
  - Cisco IP Phones, 16, 22–26
  - DSP resources, 17, 31
  - gateways, 16, 27–29
  - inline power modules, 17
  - inline power switches, 29–31
- ConfBrs (conference bridges), 167
- Conference Bridge Configuration page (Cisco CallManager Administration), 167
- Conference Bridge menu item (CCMAdmin Service menu), 46
- conferences
  - Ad Hoc, 167
  - Meet-Me, 167
    - directory numbers, configuring, 218
    - resources, restricting access to, 182–183
- configuration files, 192
- Configuration menu item (CCMServiceability Alarm menu), 54
- Configuration menu item (CCMServiceability Trace menu), 55
- configuring
  - call park, 202–203
  - call pickup, 206–207
  - Catalyst switches, inline power mode, 378–381
  - Cisco CallManager, 66–67, 318–324
    - Cisco CallManager menu item (CCMAdmin System menu), 68–71
    - groups, 75–79
    - Server menu item (CCMAdmin System menu), 67–68
  - Cisco IP Phones
    - directory number, 242
    - displaying MAC address, 241–242
  - Cisco IP SoftPhone, 519–521
  - Cisco WebAttendant, 508–517
    - clients, 514–517
    - hunt groups, 512–514
    - pilot points, 511–512
  - clusters
    - 2500 to 5000 users, 73
    - 5000 to 10,000 users, 74
    - regions, 81–85
    - servers, 71
    - trace levels, 482
    - under 2500 users, 72
  - ConfBrs, 167
  - CSSs, 156
  - device pools, 85–86, 89–90
  - device profiles, 266
  - gatekeepers, 253–263
  - gateways
    - H.323, 252–253
    - IOS H.323, 390–393
    - IOS MGCP, 250–251
    - MGCP, 390–393
    - non-IOS MGCP, 252
  - IP Phone services, 208–211, 214–218
  - Meet-Me conferences, directory numbers, 218
  - MOH, 428–431
    - fixed audio sources, 433–436
    - service-wide settings, 432
  - MOH services, 172–174
  - MRGLs, 189
  - MRGs, 188
  - MTPs, 170
  - partitions, 156
  - phone button template, 232–234, 237
  - route plans, 113–115
  - SNMP communities, 358
  - SRST, 470–472
    - translation patterns, 142
  - congestion, reducing, 386–389
  - connecting Cisco IP Phone to power source, 377–378
  - Contents and Index menu item (CCMAdmin Help menu), 52, 60
  - Control Center menu item (CCMServiceability Tools menu), 56
  - conversion status of audio files (MOH), viewing, 433
  - copying CSV files to Publisher database, 292
  - CoS (class of service), 146–147
  - creating
    - calling search spaces, 481
    - CSV files, 281–282
      - user/phone additions, 287–292
      - with BAT.xlt files, 281
    - phone button templates, 233, 237
    - route plans, 124–126
      - External Route Plan Wizard, 142–146
    - shared line appearances, 244–245
    - templates, 283–287
    - voice and data subnets, 384
  - CSS parameter (translation patterns), 141
  - CSSs (calling search spaces), 146–150. *See also* partitions
    - applying to devices, 156–157
    - configuring, 156
    - example, 151–153

naming conventions, example, 154–155  
restricting, 485

**CSV files**  
adding phones to Cisco CallManager database, 292–294  
adding users, 287–292  
copying to Publisher database, 292  
creating, 281–282  
fields, 282  
text-based, 282

**CTI (Computer Telephony Interface)**, 263–264  
adding ports to Cisco IP SoftPhones, 519

**CTI Route Point menu item (CCMAdmin Device menu)**, 49  
customizing  
Cisco IP Phone services, 217–218  
phone templates, 283–287

## D

---

**database**  
CDRs, 409  
Cisco IP Phones, adding, 237–239, 292–294  
devices, adding, 231  
gateways  
H.323, adding, 252–253  
MGCP, adding, 250–251  
non-IOS MGCP, adding, 252  
gateways, adding, 247–250  
high-count items, 57  
Publisher, system guidelines, 477–478  
purging, 482  
replication, 64–65  
updates, system requirements, 480

**Date/Time Group menu item (CCMAdmin System menu)**, 42  
date/time groups, configuring, 79

**DDIs**, applying to dialed numbers, 127–135, 142

deallocation of media resources, 416

default phone button templates, 232–233

default settings for registered cluster devices, 81

Default TFTPMOH file path, 428

default-destination command, 471

DefaultTFTPMOHFilePath field, 428

**Definitions menu item (CCMServicability Alarm menu)**, 54

delay, 367

deleting  
phone button templates, 235  
phones from database, 295–297

denial of service. *See* DoS attacks  
deployment models  
device pools in multiple site WAN  
with centralized call processing, 87  
with distributed call processing, 88

device pools in single-site with no WAN voice  
interconnectivity, 86

distributed call processing, 445–447, 457–460  
DSP resources, 455  
intercluster calls, 460  
intercluster trunks, 448

gatekeepers, 253–254

isolated, 94–95

multiple site with centralized call processing, 96–98

multiple site with distributed call processing, 95–96

single site, 93–94

**designing**  
Cisco CallManager groups, 78  
dial plans, 106

**Device Control process**, 404–406

**Device Defaults menu item (CCMAdmin System menu)**, 42

**Device layer (Cisco CallManager architecture)**, 539–543  
H.323 interface  
H.225 protocol, 543  
H.245 protocol, 543–544  
RAS, 543

H.323 interface, 540, 542  
MGCP, 548–549  
PRI, 540, 546  
station interface, 540, 544

**Device menu (CCMAdmin)**, 48–50  
guidelines, 486–490

**Device Pool menu item (CCMAdmin System menu)**, 43, 85–90

**device pools**, 85–86  
configuring, 89–90  
deployment models  
multiple-site WAN with centralized call processing, 87  
multiple-site WAN with distributed call processing, 88  
single-site with no WAN voice interconnectivity, 86  
system guidelines, 480

**Device Profile menu item (CCMAdmin Device menu)**, 49

- devices, 124  
 adding to devices, 231  
 anonymous, gatekeepers, 452–453  
 assigning to MRGLs, 190  
 Cisco IP Phones  
     adding to database, 237–239  
     auto-registration, 239  
     call forward, 240  
     call waiting, 240  
     displaying MAC address, 241–242  
     features, 239  
     rogue phones, 239  
 Cisco Product Key, 313  
 ConfBrs, 167  
 configuration files, 192  
 CSSs, applying, 156–157  
 CTI, 263–264  
 gateways, adding to database, 247–250  
     H.323, 252–253  
     MGCP, 250–251  
     non-IOS MGCP, 252  
 MOH servers, 171–172  
     components, 428  
     configuring, 172–174  
     functionality, 183–185  
 MTPs, 169–170  
 partitions, applying, 156–157  
 profiles  
     adding, 266  
     configuring, 266  
 resetting, 231  
 restarting, 231  
 restricting access to conference resources, 182–183  
 restricting access to media resources, 181  
 security, maintaining, 352  
 Unicast bridges, 418  
 voice codecs, region-compatible, 83  
 weights, 478–480  
 within clusters, default settings, 81  
 XCODEs, 174–175
- dial plans, 453  
 design considerations, 106  
 dialplan-pattern commands, 471  
 digit analysis, 121–122  
     closest match routing, 122  
     partitions, 149–150  
 DDIs, applying to dialed numbers, 127–135  
 translation patterns, 140–141  
 wildcards, 122–123
- digital networking capabilities of Cisco Unity, 523
- directed broadcasts, disabling, 356  
 directories  
     adding to Cisco IP SoftPhones, 521  
     Global Directory (Cisco CallManager), 221  
 directory numbers, 111, 116  
     Cisco IP Phone configuration, 242  
     for Meet-Me conferences, configuring, 218  
     partitions, 149–150
- disabling  
     directed broadcasts, 356  
     HTTP servers, 356  
     minor host services, 355  
     RCP services, 357  
     RSH services, 357  
     source-routed packets, 357  
     unnecessary services, 365
- discarded packets, effect on voice quality, 367
- disconnect supervision, 402
- disconnecting  
     idle sessions, 355  
     inactive sessions, 359
- displaying  
     audio file conversion status (MOH), 433  
     MAC addresses of Cisco IP Phones, 241–242  
     Route Plan Reports, 146
- distributed call processing, 400–401, 445–447  
     DSP resources, 455  
     gatekeepers, 253–254  
     intercluster trunks, 448
- documentation  
     BAT template instructions Web site, 280  
     online help, 60
- DoS attacks  
     anti-spoofing  
         access lists, 361–362  
         RPF checks, 362  
         anti-spoofing filters, 360–361  
         half-open connection attacks, 362–363
- dot (.) character, 120
- drivers, CTI, 263–264
- drop threshold, WRED, 389
- dropped packets, 367
- DSPs, 31  
     Catalyst 4224, 467  
     resources, 17
- E**
- 
- enabling  
     neighbor authentication, 358  
     session timeouts, 359

timeout sessions, 355  
 VTP server authentication, 359  
 encryption, 355  
 end user release disconnect supervision, 402  
 end-of-dialing, special characters, 118  
 end-to-end delay, 367  
 end-to-end solutions, VoIP, 14  
 Enterprise Parameters menu item (CCMAdmin System menu), 43, 90–91  
 establishing  
     power to Cisco IP Phones, 377–378  
     route plans, 124–126  
 examples  
     of call pickup, 204–206  
     of call preservation, 403–406  
     of CSSs, 151–155  
     of group call pickup, 205–206  
     of network hold, 186  
     of partitions, 151–155  
     of route patterns, 121  
     of route plans, 115  
     of user hold, 185  
 Excel spreadsheets, creating CSV files, 291–292  
 exclamation point (!) wildcard, 119  
 exporting CSV files to Publisher database, 292  
 External Route Plan Wizard, 142–144  
     implementing external routing to PSTN, 144–146  
 External Route Plan Wizard menu item (CCMAdmin Route Plan menu), 45

## F

---

fail-over, Cisco CallManager groups, 78  
 fallback mode, 462  
 Feature layer (Cisco CallManager), 539  
 Feature menu (CCMAdmin)  
     call park, 200, 201  
     call pickup, 203–204  
         configuring, 206–207  
         example, 204–206  
 Feature menu (CCMAdmin), 48  
     guidelines, 486  
 features  
     of BAT/TAPS, 279–280  
     of Cisco IP Phones, 239  
         call forward, 240  
         call waiting, 240  
     of MOH, 433  
         fixed audio sources, configuring, 433–436

installing, 426–427  
 server component filenames, 427–428  
 server configuration, 428–431  
 service-wide settings, 432  
 fields  
     Cisco CallManager Administration, valid entries, 120–121  
     of CSV files  
         for bulk transactions, 282  
         populating, 289–291  
 File Status window (MOH), 433  
 file systems, security, 365  
 filenames of MOH server components, 427–428  
 Firmware Load Information menu item (CCMAdmin Device menu), 50  
 fixed audio sources (MOH), configuring, 433–436  
 fixed network delay, 367  
 flexibility, Cisco AVVID platforms, 309  
 For This Page menu item (CCMAdmin Help menu), 52  
 format of configuration files, 192  
 forwarding loops, preventing, 485  
 ForwardMaximumHopCount service parameter, 266  
 ForwardNoAnswerTimeout service parameter, 266  
 functionality  
     of BAT/TAPS, 279–280  
     of MOH, 183–185

## G

---

G.711 codecs, compatible regions, 83  
 G.711-only conference devices, 167  
 G.723 codecs, compatible regions, 83  
 G.729a codecs, compatible regions, 83  
 Gatekeeper menu item (CCMAdmin Device menu), 50  
 Gateway menu item (CCMAdmin Device menu), 50  
 gatekeepers  
     anonymous devices, 452–453, 254  
     configuring, 254–263  
         called numbering plan, 261  
         calling numbering plan, 261–262  
         calling party selection, 258  
         calling search space, 258  
         device pools, 256  
         device protocols, 258  
         Gatekeeper Name, 255  
         Registration Retry Timer, 256  
         technology prefix, 256

terminal type, 256  
zones, 257  
deployment model, 253–254  
distributed call processing deployment, 448  
messages, 449–450  
gateways, 16, 27–29, 111, 540  
    adding to database, 247–250  
    assigning route patterns to port, 114  
    configuration files, 192  
    H.323, adding to database, 252–253  
    IOS H.323, configuring, 390–393  
    MGCP, 27  
        adding to database, 250–251  
        configuring, 390–393  
    non-IOS MGCP, adding to database, 252  
    RG eligibility, 114  
glass house, 64  
Global Directory (Cisco CallManager), 221  
Global Directory menu item (CCMAdmin User menu), 51  
goals of route plans, 105  
graceful switchover, 403  
group call pickup, example, 205–206  
grouping resources  
    by location, 180  
    type, 179–180  
groups, configuring, 75, 78  
GSM (Global System for Mobile Communications)  
    codecs, compatible regions, 83  
GTS (Generic Traffic Shaping), 372–374  
guidelines  
    for CCMAdmin  
        installed applications, 491–492  
        User menu, 491  
    for CCMAdmin Device menu, 486–490  
    for CCMAdmin Feature menu, 486  
    for CCMAdmin service parameters, 485–486

## H

---

H.225 protocol, 543  
H.245 protocol, 543–544  
H.323 gateways, 540–542  
    adding to database, 252–253  
    assigning route pattern information, 114  
    H.225 protocol, 543  
    H.245 protocol, 543–544  
    RAS channel, 543  
H.323 Proxy, 543  
half-open connection attacks, 362–363

hardware  
    media resources, limitations of, 420  
specifications  
    IBM xSeries platforms, 307  
    MCS platforms, 305–306  
Help menu  
    CCMAdmin, 52–53, 59  
    CCMServiceability, 57  
high availability, 375  
    Cisco AVVID platforms, 308  
HTTP servers, disabling, 356  
hub-and-spoke topology, Cisco CallManager locations, 99  
hunt groups, configuring for Cisco  
    WebAttendant, 512–514  
huntstop command, 471  
hyphen (-) character, 119

---

I

---

IBM xSeries  
    330 servers, 310  
    340 servers, 308  
        flexibility, 309  
        high availability, 308  
        performance, 308  
        scalability, 309  
        system backup and restore features, 309  
approved Cisco CallManager configurations, 20–21  
availability, 310  
hardware specifications, 307  
performance, 310  
scalability, 310  
idle sessions, disconnecting, 355, 359  
immediate switchover, 403  
implementing H.232-compliant terminals, 543  
inactive user sessions, disconnecting, 355  
infrastructure of Cisco AVVID, 12  
inline power modules, 17  
inline power switches, 29–31  
inserting  
    phones in Cisco CallManager database, 292–294  
    users in CSV files, 287–292  
Install Plug-ins menu item (CCMAdmin Applications menu), 52  
Install Plug-ins menu item (CCMServiceability Applications menu), 56  
installing. *See also* pre-installation procedures  
    Audio Translator, caveats, 427

BAT/TAPS, 278–279  
 Cisco CallManager, requirements, 61–63  
 Cisco IP Phones, auto-registration, 70–71  
 MOH, 426–427  
 MOH server, 428–432  
 security patches on Microsoft Windows 2000 platforms, 365  
 instructions for using BAT templates, Web site, 280  
 integrating Cisco CallManager with Cisco Unity, 524–530  
 intercluster calls, from centralized call processing deployment model, 460  
 intercluster trunks, 448  
 inter-digit timeout, 122  
 inter-region calls, 455  
 intersubnet connectivity, 364  
 Intl TollBypass Trailing-# DDI, 129  
 intra-cluster communication, 62–64  
 intra-location calls, 459  
 IOS H.323 gateways, configuring, 390–393  
 IP addressing, 382–386  
 IP phones  
     auto-registration, 70, 71  
     button templates  
         assigning, 232–233  
         deleting, 235  
     services, configuring, 208–211, 214–18  
 ip source-address command, 470  
 IP Telephony Network Glossary, 165  
     Web site, 110  
 ip verify unicast rpf command, 362  
 isolated deployment model, 94, 95

## J-K-L

---

jitter, 367–368  
 joining Meet-Me conferences, 167  
 keepalive command, 471  
 LATAs (local access transport areas), 142  
 layers of Cisco CallManager architecture  
     Call Control layer, 551  
     Device Layer, 540, 542, 543  
         H.323 interface, 540, 542, 543, 544  
         MGCP, 548, 549  
         PRI, 540, 546  
         station interface, 540, 544  
     Link Layer, 539  
     Media Control layer, 550

limitations of registered media resources, 420  
 limiting SNMP/vty access, 354  
 Link layer (Cisco CallManager architecture), 539  
 links, serialization delay, 368  
 Location menu item (CCMAdmin System menu), 43  
 locations-based admission control, 459  
 Location menu item (CCMAdmin System menu), 99–100  
 logging in to Cisco IP Phone User Options Web page, 214–215

## M

---

MAC address of XCODEs, verifying, 175  
 maintaining physical device security, 352  
 managing media resources in clusters, 176–177  
 MRGLs, 178  
 MRGs, 177–178  
 manual configuration, Cisco IP Phones, 245–246  
 marking traffic, 384  
 masks, applying, 136  
 max-dn command, 471  
 max-ephones command, 470  
 MaxStationsInitPerSecond service parameter, 78  
 MCS (Media Convergence Servers)  
     hardware specifications, 305–306  
 MCS 7800 series, 18  
 MCS-7825-800  
 MCS-7825-800 servers, 310  
     availability, 310  
     performance, 310  
     scalability, 310  
 MCS-7835, 308  
 MCS-7835 servers  
     flexibility, 309  
     high availability, 308  
     performance, 308  
     scalability, 309  
     system backup and restore features, 309  
 Media Control Layer (Cisco CallManager architecture), 539, 550  
 media control software, 417  
 Media Resource Group Configuration page (CCMAdmin), 188  
 Media Resource Group List Configuration page (CCMAdmin), 189  
 Media Resource Group List menu item (CCMAdmin Service menu), 47  
 Media Resource Group menu item (CCMAdmin Service menu), 47

- Media Resource Manager. *See MRM*
- media resources, 166
- ConfBrs, 167
  - deallocation, 416
  - limitations of, 420
  - MOH servers, 171–172
    - configuring MOH services, 172–174
    - functionality, 183–185
  - MRGLs, configuring, 189
  - MRGs, configuring, 188
  - MTPs, 169–170
  - propagation of, 422
  - reservation of, 416
  - restricting access to, 181
  - sharing in clusters, 420, 424
  - XCODEs, 174–175
- Media Termination Point Configuration page (Cisco CallManager Administration), 170
- Media Termination Point menu item (CCMAdmin Service menu), 47
- Meet-Me conferences, 167
  - directory numbers, configuring, 218
- Meet-Me Number/Pattern menu item (CCMAdmin Feature menu), 48
- memory, BAT/TAPS installation requirements, 278
- messages, gatekeeper, 449–450
- MessageWaitingOnDN, 265
- MGCP (Media Gateway Control Protocol), 27, 548–549
  - Audit Endpoint messages, 407
  - Call Control signaling, 408
  - gateways
    - adding to database, 250–251
    - configuring, 390–393
  - PRI-Backhaul, 408
- Microsoft Excel, CSV files, creating, 291–292
- Microsoft Windows 2000 platforms, protecting Cisco CallManager servers, 364–366
- minimum system requirements, SRST, 465
- minor host services, disabling, 355
- modifying route pattern configurations, 115
- MOH (Music on Hold), 171–172, 424–425
  - audio sources
    - adding/updating, 433
    - fixed, configuring, 433–436
    - IDs, 172
    - storage directory, 431
  - configuring, 172, 174
  - control, 419
- File Status window, 433
- functionality, 183–185
- installing, 426–427
- network hold, 171, 186
- server component filenames, 427–428
- service-wide settings, 432
- Source Directory, 428
- user hold, 171, 185
- MOH Server Configuration page (CCMAdmin)
  - configurable settings, 428–430
- MRGs (media resource groups), 177–178
- MRGLs (media resource group lists), 178
  - assigning devices to, 190
  - configuring, 189
  - restricting access to conference resources, 182–183
  - restricting access to media resources, 181
- MRM (Media Resource Manager), 176–177, 416
- call control, 416
  - media control software, 417
  - media resources, limitations of, 420
  - MOH control, 419
  - MRGLs, 178
  - MRGs, 177–178
  - MTP, 418
  - Unicast bridge control, 418
- MSF disconnect supervision, 402
- MTPs (media termination points), 169, 418
  - configuring, 170
- multicast audio source information, MOH server
  - configurable settings, 429–430
- multiple-site deployment model
  - with centralized call processing, 96–98
  - with distributed call processing, 95–96
- multiple-site device pools
  - with centralized call processing, 87
  - with distributed call processing, 88
- Music On Hold Audio Source Configuration page (CCMAdmin), 172–174
- Music On Hold menu item (CCMAdmin Service menu), 47
- MWI (message waiting indicator), toggling, 265

## N

---

- naming conventions
  - CSSs, example, 154–155
  - partitions, 149–154
  - phone button templates, 234
- NANP (North American Numbering Plan), 118
- neighbor authentication, enabling, 358
- Netscape Navigator, 312

network design  
 campus congestion, reducing, 386–389  
 high availability, 375  
 IP addressing, 382–386  
 security  
   anti-spoofing filters, 360–361  
   TCP intercept, 362–363  
 single wire power options, 375–380, 381, 382  
 network hold, 171, 186  
 network MOH, functionality, 183–185  
 network provisioning, 372  
 new users (Cisco CallManager), adding, 219, 220  
 NoDigits DDI, 129  
 non-IOS MGCP gateways, adding to database, 252  
 NT accounts, system guidelines, 481

## O

---

objectives of route plans, 105  
 octothorpe (#) character, 120  
 online help, 60  
 Online/Offline (Cisco WebAttendant), 503  
 overlapping route patterns, routing, 122

## P

---

packet loss, 367  
 packets  
   delay, 367  
   serialization delay, 368  
 parameters  
   Cisco CallManager services, 193  
   Cisco IP Phone services, 213  
 Partition menu item (CCMAdmin Route Plan menu), 44  
 partitions, 146, 148  
   applying to devices, 156–157  
   configuring, 156  
   CSSs, 149–150  
   example, 151–153  
   naming conventions, 149–150, 153–154  
 passwords  
   encryption, 355  
   selecting, 353  
 patches, installing on Microsoft Windows 2000  
   platforms, 365  
 patterns, configuring Meet-Me conference directory  
   numbers, 218  
 performance, Cisco AVVID platforms, 308

performing bulk transactions  
   queries, 295–297  
   with templates, 282  
 Phone Button Template menu item (CCMAdmin Device menu), 50  
 phone button templates  
   configuring, 232–237  
   deleting, 235  
   naming conventions, 234  
 Phone menu item (CCMAdmin Device menu), 50  
 phone templates, creating, 283–287  
 phones, adding with CSV files, 287–292  
 Phones-Users CSV file, creating, 287–292  
 physical filenames of MOH server components, 427  
 PickUp soft key, 204  
 pilot points, configuring on Cisco WebAttendant, 511, 512  
 PLAR (Private Line Automatic Ring-down), 71, 141  
 platforms, Cisco AVVID-supported, 308, 310  
   availability, 310  
   flexibility, 309  
   high-availability, 308  
   MCS 7800 series, 18  
   performance, 308–310  
   scalability, 309–310  
   system backup and restore features, 309  
 plus sign (+) wildcard, 119  
 populating CSV file fields, 289–291  
 port security, enabling, 359  
 possession, 355  
 post-installation procedures,  
   Cisco CallManager, 325  
   changing passwords, 325, 326, 327  
   IP address, 327, 328  
   one-way replication, 329, 330, 331  
   stopping unnecessary services, 332, 333  
 PreAt 10-10-Dialing DDI, 130  
 PreAt 11/10D->7D DDI, 131  
 PreAt 11/10D->7D Trailing-# DDI, 131  
 PreAt 11D->10D DDI, 131  
 PreAt 11D->10D Trailing-# DDI, 132  
 PreAt DDI, 130  
 PreAt Intl TollBypass DDI, 132  
 PreAt Intl TollBypass Trailing-# DDI, 132  
 PreAt Trailing-# DDI, 130  
 PreDot 10-10-Dialing DDI, 133  
 PreDot 10-10-Dialing Trailing-# DDI, 133  
 PreDot 11/10D->7D DDI, 133  
 PreDot 11/10D->7D Trailing-# DDI, 134  
 PreDot 11D->10D DDI, 134  
 PreDot 11D->10D Trailing-# DDI, 134

PreDot DDI, 133  
 PreDot Intl TollBypass DDI, 135  
 PreDot Intl TollBypass Trailing-# DDI, 135  
 PreDot Trailing-# DDI, 133  
 pre-installation procedures, Cisco CallManager, 311–312  
 prerequisite knowledge, 7–8  
 pre-test questions, 106–109  
 preventing forwarding loops, 485  
 PRI-Backhaul, 408–409, 540, 546  
 printing route plan, 483  
 prioritized audio source IDs (MOH), 172  
 private address space, 363  
 Private Line Automatic Ring-down (PLAR), 71, 141  
 product keys, 313  
 propagation of media resources, 422  
 provisioning, 372  
 PSTN  
     external routing, 144–146  
     NANP, 118  
 Publisher database  
     copying CSV files to, 292  
     intracluster communication, 63–64  
     system guidelines, 477–478  
 purging CDRs, 482

## Q

Q.931 Call Control signaling, PRI-Backhaul, 408  
 QoS (quality of service)  
     classification, 370  
     GTS (Generic Traffic Shaping), 372–374  
     network provisioning, 372  
     queuing, 371–372  
 queries, performing, 295–297  
 question mark (?) wildcard, 119  
 queuing mechanisms, 371–372  
     dropped packets, 367  
     RR (round-robin), 387  
     thresholds, 388–389

## R

RADIUS, 353  
 RAS (Registration, Admission, and Status), 543  
 RCP services, disabling, 357  
 recommendations for cluster configuration  
     2500 to 5000 users, 73  
     5000 to 10,000 users, 74  
     under 2500 users, 72  
 records

CDRs, 409  
     querying, 295–297  
 reducing campus congestion, 386–389  
 redundancy, Cisco CallManager groups, 75–78  
 Region menu item (CCMAdmin System menu), 43, 81–85  
 registered cluster devices, default settings, 81  
 removing phone button templates, 235  
 renaming phone button templates, 234  
 replication, Cisco CallManager database, 64–65  
 requirements  
     for call preservation  
         active connection maintenance, 401  
         disconnect supervision, 402  
         switchover algorithms, 403  
     memory, installing BAT/TAPS, 278  
     of voice network infrastructure  
         high availability, 375  
         IP addressing, 382–386  
         reduction of campus congestion, 386–389  
         single wire power options, 375–382  
     prerequisite experience, 7–8  
 reservation of media resources, 416  
 reset command, 471  
 resetting devices, 231  
 resources  
     deallocation, 416  
     grouping by location, 180  
     grouping by type, 179–180  
     limitations of, 420  
     MRM, 416  
         call control, 416  
         media control software, 417  
         MOH control, 419  
         MTP, 418  
         Unicast bridge control, 418  
     reservation of, 416  
     sharing in clusters, 420, 424  
 restarting  
     devices, 231  
     system guidelines, 480  
 restricting  
     access to conference resources, 182–183  
     access to media resources, 181  
     CSSs, 485  
     SNMP access, 354  
     unadministered phone functionality, 481  
     vtv access, 354  
 rogue phones  
     calling searches, 481  
     registration, 71  
     securing, 239

Route Filter menu item (CCMAdmin Route Plan menu), 44  
 route filters, 111  
     seven-digit local dialing, 484  
 Route Group menu item (CCMAdmin Route Plan menu), 44  
 route groups, 111, 124  
     calling party transformations, configuring, 138  
     gateway eligibility, 114  
 Route List menu item (CCMAdmin Route Plan menu), 44  
 route lists, 111, 124  
     called party transformations, settings, 138–140  
 Route Pattern configuration page, 111  
 Route Pattern menu item (CCMAdmin Route Plan menu), 45  
 route patterns, 111, 116, 124. *See also* translation patterns  
     assigning to gateway port, 114  
     digit analysis, 121–122  
         DDI, 127  
         DDIs, 127–135  
         overlapping patterns, 122  
         partitions, 149–150  
         translation patterns, 140–141  
     directory number, 116  
     examples, 121  
     modifying configuration, 115  
     partitions, 149–150  
     special characters, 118  
         asterisk (\*), 120  
         calling transformation, 123–124  
         circumflex (^), 119  
         digit analysis, 122–123  
         dot (.), 120  
         end-of-dialing, 118  
         hyphen (-), 119  
         octothorpe (#), 120  
     transformations  
         called party, 138–140  
         calling party, 137–138  
         masks, applying, 136  
 wildcards, 118, 124  
     at symbol (@), 119  
     calling transformation, 123–124  
     digit analysis, 122–123  
     exclamation point (!), 119  
     plus sign (+), 119  
     question mark (?), 119  
     X, 119  
 Route Plan menu (CCMAdmin), 43–45, 105

Route Plan Report menu item (CCMAdmin Route Plan menu), 45  
 Route Plan Reports, 146  
 route plans, 124  
     CLID, 484  
     configuring, 113–115  
     creating, 124–126  
     CSSs, restricting, 485  
     example, 115  
     forwarding loops, preventing, 485  
     goals of, 105  
     seven-digit local dialing, 484  
     transformations, 135  
         called party transformations, 138–140  
         calling party transformations, 137–138  
         voice number pilot number, configuring, 483  
 RPF checks, anti-spoofing, 362  
 RR (round-robin) algorithm, 387  
 RSH services, disabling, 357  
 run-time data, intra-cluster communication, 61

## S

---

scalability  
     of Cisco CallManager, 15  
     of Cisco AVVID platforms, 309  
 SDKs (software developers' kits), Cisco IP Phone Productivity Services SDK, 207  
 securing rogue phones, 239  
 security  
     AAA, 353  
     authentication  
         system guidelines, 481  
         VTP servers, 359  
     Catalyst ports, enabling, 359  
     Cisco IDS, 363  
     devices, maintaining, 352  
     file systems, 365  
     HTTP servers, disabling, 356  
     minor host services, disabling, 355  
     neighbor authentication, enabling, 358  
     network design  
         anti-spoofing filters, 360–362  
         intersubnet connectivity, 364  
         private address space, 363  
     passwords  
         encrypted, 355  
         selecting, 353  
     SNMP access, restricting, 354  
     TCP intercept, 362–363  
     vtv access, restricting, 354

- selecting passwords, 353
- serialization delay, 368
- Server menu item (CCMAdmin System menu), 42
- servers
  - Cisco CallManager
    - installation configuration information, 313–324
    - post-installation procedures, 325–333
    - protecting, 364–366
    - upgrading, 336–340
  - cluster configuration, 68, 71
  - MOH, 172, 424–425
    - audio source storage directory, 431
    - configuring, 172–174, 428–431
    - files, 427–428
    - service-wide settings, 432
  - MRGs, 177–178
- Service menu (CCMAdmin), 46–47
- service parameters, 193
  - Cisco Unity, 265–266
  - for CCMAdmin, guidelines, 485–486
  - MaxStationInitPerSecond, 78
- Service Parameters menu item (CCMAdmin Service menu), 47
- services
  - Cisco IP Phone services
    - adding to templates, 284
    - configuring, 208–218
    - customizing, 217–218
    - subscribing to, 209
  - Cisco TFTP, 192
  - Cisco WebAttendant, 193
  - CMI, 192
  - disabling, 355
  - MOH, 424
    - File Status window, 433
    - fixed audio sources, configuring, 433–436
    - installing, 426–427
    - server component filenames, 427–428
  - subscribing to, system guidelines, 481
- services button
  - Cisco IP Phone 7940/60, 217
  - CCMAdmin, 208
- service-wide settings (MOH), 432
- session timeouts, enabling, 359
- settings, Cisco IP Phone User Options page, adjusting, 215–216
- seven-digit local dialing, 484
- SGCP (Skinny Gateway Control Protocol), 27
- shared database, establishing for Cisco WebAttendant, 508–510
- shared line appearances, 243–246
- shared resources within clusters, 176–177, 420, 424
- show port status command, 380
- show voicecard transcode command, 175
- single-site deployment model, 93–94
- single wire power options, 375–382
- single-site device pools without WAN voice interconnectivity, 86
- SNMP (Simple Network Management Protocol), 358
  - access, restricting, 354
  - communities, configuring, 358
- soft keys, Pickup, 204
- software
  - for CallManager clusters, system guidelines, 478
  - media control, 417, 420
- software devices, MTPs, 169–170
- source-routed packets, disabling, 357
- special characters, 118, 124
  - asterisk (\*), 120
  - calling transformation, 123–124
  - circumflex (^), 119
  - digit analysis, 122–123
  - dot (.), 120
  - end-of-dialing, 118
  - hyphen (-), 119
  - octothorpe (#), 120
- spreadsheet applications, creating CSV files with Microsoft Excel, 291–292
- SQL database
  - accounts, system guidelines, 481
  - purging, 482
- SRST (Survivable Remote Site Telephony), 76, 462–463
  - Catalyst 4224 Access Gateway switch, 466–469
  - configuring, 470–472
  - features, 464–465
  - minimum system requirements, 465
- static passwords, encrypting, 355
- station interface, 540, 544
- stopping unnecessary services, 365
- subnets, voice and data, 384
- Subscriber database, intra-cluster communication, 63–64
- subscribing
  - Cisco IP Phones to CCMAdmin services, 209
  - to services system guidelines, 481
- suggestions for call pickup configuration, 204
- super users, 294
- switches, Catalyst
  - DSPs, 467

inline power mode, configuring, 378–381  
 port security, enabling, 359  
 supported codecs, 469  
 switchover algorithms, 403  
 system backup and restore features, Cisco AVVID platforms, 309  
 system capabilities of Cisco WebAttendant, 505  
 system guidelines  
   cluster software, 478  
   database updates, 480  
   device pools, 480  
   for Publisher database, 477–478  
   passwords, 481  
   service subscriptions, 481  
   weights per device, 478–480  
 System menu (CCMAdmin), 41–43  
   Device Pool menu item, 85–90  
   Location menu item, 99–100  
   Region menu item, 81–85  
   Server menu item, 67–68  
   System Parameters menu item, 90–91  
 system requirements  
   SRST, 465  
   TFTP in clusters, 482  
 Systems menu (CCMAdmin), Cisco CallManager menu item, 68–71

## T

T302 Timer service parameter, 122  
 TACACS+, 353  
 TAPS (Tool for Auto-Registered Phone Support), 275. *See also* BAT/TAPS  
   features, 279–280  
   installing, 278–279  
   TCP intercept, 362–363  
 TDCSRV (Cisco WebAttendant), 506–507  
 technical specifications, Cisco IP SoftPhone, 518  
 templates  
   adding Cisco IP Phone services, 284  
   adding phones to Cisco CallManager database, 292–294  
   BAT, 279–280  
   CSV files  
     copying to Publisher database, 292  
     creating, 281–282  
   performing bulk transactions, 282  
   phone templates, creating, 283–287  
 terminals, 540  
   H.323-compliant, implementing, 543  
   terminating inter-digit timeout, 122

terms and acronyms, 110  
 text-based CSV files, creating, 282  
 TFTP servers, cluster configuration, 482  
 thresholding, 388–389  
 timed disconnect supervision, 402  
 timed switchover, 403  
 timeout sessions, enabling, 355  
 Tool for Auto-Registered Phone Support. *See* TAPS tools  
 BAT  
   adding phones to Cisco CallManager database, 292–294  
   CSV files, creating, 281, 282  
   features, 279  
   installing, 278  
   performing bulk transactions with templates, 282  
   templates, 280–287  
 MRM, 416  
   call control, 416  
   media control software, 417  
   MOH control, 419  
   MTP, 418  
   Unicast bridge control, 418  
 Tools menu (CCMServicability), 55  
 topologies, hub and spoke, Cisco CallManager locations, 99  
 trace levels, cluster configuration, 482  
 Trace menu (CCMServicability), 54, 55  
 traffic  
   bursty, 386  
   congestion, reducing in campus networks, 386–389  
   marking, 384  
 traffic shaping, GTS, 372–374  
 Trailing-# DDI, 130  
 Transcoder Configuration Page (Cisco CallManager Administration), 175  
 Transcoder menu item (CCMAdmin Service menu), 47  
 transcoders, XCODEs, 174–175  
 transfer-pattern command, 471  
 transformations, 135  
   called party, 138–140  
   calling party, 137–138  
   masks, 136  
 Translation Pattern menu item (CCMAdmin Route Plan menu), 45  
 translation patterns, 140–141  
   configuring, 142  
   CSS parameter, 141

## U

unadministered phones, calling searches, 481  
Unicast bridge control, 418  
Unicast control process, 418  
updates, 295–297  
updating  
    MOH audio sources, 433  
    MOH servers, 428–431  
upgrading Cisco CallManager, 336  
    for 10000 users, 338–340  
    for 2500 to 5000 users, 337–338  
    for under 2500 users, 336  
URLs, IP Telephony Network Glossary, 110  
user device profiles, configuring, 266  
user hold, 171, 185  
user interface, Cisco WebAttendant, 502–503  
User Menu (CCMAdmin), 50  
    adding new users, 219–220  
    guidelines, 491  
user MOH functionality, 183–185  
users  
    adding with CSV files, 287–292  
    admin users, 294  
    Global Directory, 221  
    super users, 294  
utilities  
    BAT  
        adding phones to Cisco CallManager database, 292–294  
        CSV files, creating, 281–282  
        features, 279  
        installing, 278  
        templates, 280–287  
    MRM, 416  
        call control, 416  
        media control software, 417  
        MOH control, 419  
        MTP, 418  
        Unicast bridge control, 418

## V

---

valid entries, Cisco CallManager Administration fields, 120–121  
variable network delay, 367–369  
verifying  
    CLID transmission, 484  
    XCODE MAC address, 175  
viewing  
    audio file conversion status (MOH), 433  
    Route Plan Reports, 146

voice and data subnets, creating, 384  
voice codecs, region-compatible, 83  
voice mail  
    Cisco Unity, service parameters, 265–266  
    Cisco Voice Mail Port Wizard, 264  
    pilot numbers, validating, 483  
voice networks  
    campus congestion, reducing, 386–389  
    high availability, 375  
    IP addressing, 382–386  
    packet loss, 367  
    single wire power options, 375–382  
voice VLANs, intersubnet connectivity, 364  
voicemail command, 471  
VoIP (Voice over IP)  
    end-to-end solutions, 14  
    flavors, 13  
VTP servers, enabling authentication, 359  
vty access, restricting, 354

## W-X-Y-Z

---

WANs  
    centralized call processing, 457–460  
    intercluster calls, 460  
    distributed call processing deployment model, 445–447  
        DSP resources, 455  
        intercluster trunks, 448  
Web browsers, Netscape Navigator, 312  
Web sites  
    BAT documentation, 280  
    Cisco IP Phone Productivity Services SDK, 207  
    Cisco IP Phone User Options Web page, 214–215  
    IP Telephony Network Glossary, 199  
weights per device, 478–480  
wideband voice codecs, compatible regions, 83  
wildcards, 118  
    ! (exclamation point), 119  
    + (plus sign), 119  
    ? (question mark), 119  
    @ (at symbol), 119  
    calling transformation, 123–124  
    closest match routing, 122  
    X, 119  
Windows 2000 platforms, protecting Cisco CallManager servers, 364–366  
WRED (weighted random early detection), drop threshold, 389  
X wildcard, 119  
XCODEs, 174–175