Symbols

! wildcard, 65
# (pound sign), stripping from digit string, 113
. wildcard, 87
== operator, 90
@ wildcard, 64, 86–87

Numerics

7-digit dialing, 97–99
10-10 dialing, 96
10-digit route patterns, 98
   eliminating interdigit timeout, 99
24-hour Outbound SMDI Message Count counter, 443
24-hour Inbound SMDI Message Count counter, 443
900 numbers, blocking, 99–101, 179
911 call routing, 209–210
   calling search space configuration, 212
   configuring lobby phone route pattern, 180–181
   partition configuration, 212
   route filter configuration, 212
   route group configuration, 211
   route list configuration, 211
   route pattern configuration, 212–213
   urgent call routing, 80

A

abandoned calls,
   identifying associated CDR, 537
logging, 506
access codes
   adding to redialed numbers, 198–199
   prepending to missed calls (Cisco IP Phones), 137–143
accessing
   CallManager features from H.323
gateways, 280
   CDRs from central database, 547–550
   SQL database tables, 547
   Terminal Services Client, 456
   ACF (Admission Confirm) messages, 276
active connections, device registration process, 401–402
Ad Hoc conferencing, 357–358
   Conference button, 580–582
   Confrn soft key, 580–582
   streams, availability, 360
adding
   access codes
      to missed calls, 137–143
      to redialed numbers, 198–199
   audio sources to MOH servers, 198–199
   participants to conferences
      Ad Hoc, 357–358
      Meet-Me, 358–359
   phones to existing CallManager systems
      with BAT, 409, 411–412
      with CSV files, 410
address resolution between CallManager clusters, 279
address translation, 59–60
Administrative Reporting Tool. See ART
admission control, 47–48
   H.323 gatekeeper, 53–54
   locations, 51–52
AdvanceCallForwardHopFlag service parameter, 563
Aggregator Layer, 30
alarm definitions (Cisco CallManager Serviceability)
   event levels, 421
   viewing, 422
alerts (ART), 419
algorithms
   call preservation, 398
   switchback, 399–400
ALI (automatic location identification), 209
allocating
   conference bridge resources, 350
   media resources
      MRGLs, 338
      MRGs, 335–337
      MRM, 339
Analog Access gateways, counters, 434–435
analog connections, H.323 gateways, 278
analyzing SDI trace output, 424, 428–430
anonymous device configuration, 279
Answer/Release, 559–560
APIs (application programming interfaces), 254–256
Cisco IP Phones productivity services, 576
application infrastructure, 253–254
CTI layer, 256–257
applications. See also tools
call preservation support, 397–398
Cisco AVVID IP Telephony
Applications SDK, 627–629
ART, 617
AST, 618–619
BAT, 617
Cisco CallManager Serviceability, 618
Cisco Customer Response, 621
Cisco DPA voice mail gateways, 619–620
Cisco IP AA, 629–630
Cisco IP ICD, 622
Cisco IP Phone Configuration Web page, 631–632
Cisco IP SoftPhone, 632–633
Cisco IP/VC, 623–625
Cisco IPCC, 622
Cisco IPCC, 622
Cisco IVR, 630–631
Cisco Personal Assistant, 625
Cisco Unity, 625–626
Cisco WebAttendant, 634–635
Cisco XML SDK, 623
CiscoWorks2000, 626–627
CMI, 634
LDAP support, 636
TAPS, 618
assigning
account codes to external calls, 199–202
gateways to route groups, 150–151
MOH stream sources, order of precedence, 386
resources to MRGs, 343–346
route groups to route lists, 152–154
route patterns to devices, 64
AST (Admin. Serviceability Tool), 431–434, 618–619
counters, monitoring, 432–434
icons, 432
opening HTTP connections to devices, 432
Attendant DN, 117–118
AUCX (audit connection) command (MGCP), 283
audio sources (MOH), 374–376
adding, 377
play mode, configuring, 378–379
stream connection errors, 379
audio source IDs, 374
AUEP (audit endpoint) command (MGCP), 283
authentication, Cisco CallManager Serviceability
users, 421
authorization codes, implementing, 199–202
Auto Answer, 560, 583
automatic discovery, 275
automatic location identification (ALI), 209
auto-registration, 354–355
availability
of conference bridges, 350, 360
of conference servers, 353
of counters and objects on AST, 434
of media processing resources, 359–360
of transcoders, 368–372
ART (Administrative Reporting Tool), 413, 559, 617
alerts, 419
call detail reports, 418
call reports, 417
gateway reports, 417
pregeneration of reports, 416
QoS monthly summary reports, 414–415
QoS reports, 418
system overview reports, 418
traffic summary reports, 417
user reports, 417
applying
dialing transformations, 105–107
outside dial tone, 81–85
architecture
CallManager layers, 30–31
conference resources, 348
CTI, 253
application layers, 254
CTI layer, 256–257
MOH subsystem, 375–376
area codes, metro dialing, 97–98
AREA-CODE tag, 97
ARJ (Admission Reject) messages, 276
ARQ (RAS Admission Request) messages, 275
autodialing
area codes, 97–98
call routing

B

background mode, 510
background noise, 321
bandwidth consumption, voice codecs, 320
bandwidth messages (H.225), fields, 305–306
BAT (Bulk Administration Tool), 407–408, 561, 617
  adding users with CSV files, 410–412
  goal of using, 408
  managing established CallManager systems, 409
  misconfiguration, 408–409
  setting up CallManager database, 408–409
  TAPs (Tool for Auto-Registered Phones Support), 412
billing, OnNet versus OffNet calls, 551
bit rates, voice codecs, 320
blades, 19
blind transfers, 609
block structure of CallManager, 316
blocking calls, 79
  900 numbers, 99–101, 179
  international calls, 96
  long distance carrier selection, 96
Bridged Telnet, 495–496
broadcast paging support, 560
bulk transactions, performing with CSV files, 410–412
busy signals, no-circuits available call treatment, 276

call admission control messages, fields, 302–305
call appearances, 206
call attempts during switchover/switchback conditions, 400
Call Control, processing gateway directory numbers, 551
Call Control Layer, 31, 228, 269, 315–317
call control signaling, H.323 gateways, 273
call detail reports (ART), 418
call establishment
  in circuit-switched networks, 7–9
  in Cisco AVVID IP Telephony networks, 22–24
media exchange phase, 9
session establishment, 7
call forwarding, 562–565
  Call Forward Busy, 564
  Call Forward No Answer, 564–565
  enabling, 167
  for third-party applications, 565
  reason codes, 561
call forwarding search space, 166–167
call leg IDs, 517
call legs, 322, 517
Call Management Records (CMRs), 501.
  See also CDR data
Call Park, 566
  configuring, 566–567
Call Pickup, 567–568
call preservation, 388–390, 568–569
  algorithms, 398
  examples, 393–396
  supported devices, 397–398
call reports (ART), 417
call routing
  address translation, 59–60
  by organization, 60, 156
  by security level of user, 157
  calling search spaces, 62
  delays, troubleshooting, 222
  dialing behavior, 66–67
  dialing transformations, 62
  endpoint determination, 58
  geographical routing, 183–196
  individualized routing, 60
  overlapped sending, 76–77
  partitions, 62
  route filters, 62–64, 87–88, 92–95
    7-digit dialing, 99
    for North American numbering plan, 95–102
    INTERNATIONAL-ACCESS DOES-NOT-EXIST, 96
    length limitations, 88
    toll-free numbers, 99
  route lists, 62
  route patterns, 62–64
    . wildcard, 87
CallManager Serviceability, 572–573
  AST, 431–434
  component version information, displaying, 431
  Control Center, 431
CallManager Table, objects, 461–462
CallManagerHeartBeat counter, 435
CallParkReversionTimeout service parameter, 567
calls less than 1 second. See abandoned calls
CallsActive counter, 435
CallsAttempted counter, 435, 441, 450
CallsCompleted counter, 435, 444–445
CallsInProgress counter, 436, 441
CallWaitingEnable service parameter, 570
CallWaitingTimeout service parameter, 570
campus networks, CallManager deployment strategies, 40–41
capability sets (H.245), 280
case studies
  routing by class of calling user, 177–182
  routing by geographic location, 183–196
Catalyst 4000 conference bridges, mixed-mode conference bridge support, 352
Catalyst 6000 conference bridges, mixed-mode conference bridge support, 351
CCM MIB extension agent, 459
CCM traces, 423–424
ccmAlarmSeverity object, 489
ccmCallManagerAlarmEnable object, 486
ccmCallManagerFailed notification MIB, 492
ccmClusterID object, 463
ccmCTIDeviceAppInfo object, 484
ccmCTIDeviceDescription object, 483
ccmCTIDeviceDirNum object, 485
ccmCTIDeviceDirNumIndex object, 485
ccmCTIDeviceDirNumTable, objects, 485
ccmCTIDeviceIndex object, 482
ccmCTIDeviceInetAddress object, 484
ccmCTIDeviceInetAddressType object, 484
ccmCTIDeviceName object, 483
ccmCTIDevicePoolIndex object, 483
ccmCTIDeviceStatus object, 483
ccmCTIDeviceTable, objects, 482–484
ccmCTIDeviceType object, 483
ccmDescription object, 461
ccmDevicePoolGroupIndex object, 465
ccmPhoneStatusUpdateTable, objects, 472–473
ccmPhoneStatusUpdateTime object, 473
ccmPhoneStatusUpdateType object, 473
ccmPhoneTable, objects, 465–468
ccmPhoneTimeLastError object, 467
ccmPhoneTimeLastRegistered object, 467
ccmPhoneType object, 466
ccmPhoneUpdates object, 491
ccmPhoneUserName object, 467
ccmRegionAvailableBandwidth object, 464
ccmRegionIndex object, 463
ccmRegionName object, 463
ccmRegionPairTable, objects, 464
ccmRegionTable, objects, 463
ccmRouteListExhausted notification MIB, 492
ccmRouteListName object, 491
ccmStatus object, 462
ccmTable, objects, 461–462
ccmTimeZoneIndex object, 464
cdmTimeZoneName object, 464
cdmTimeZoneOffset object, 464
ccmTimeZoneTable, objects, 464–465
CcmtTrunkGatewayIndex object, 477
ccmVersion object, 461
CDP (Cisco Discovery Protocol), 496
CDP MIB extension agent, 459–460
CDR data, 501–502. See also CDRs
CMRs, field definitions, 532–535
generating service parameters, 505
storing in central database, 507–508
CdrEnabled parameter, enabling/disabling CDR data
generation, 505
CdrEnabled service parameter, 505–506
CdrLogCallsWithZeroDurationFlag service
parameter, 506
CDRMoveIntervalInSeconds service parameter,
508–509
cdrRecordType field (CDR), 518
cdrRecordType field (CMR), 532
CDRs (Call Detail Records)
abandoned calls, identifying, 537
accessing from central database, 547–550
account codes, assigning to external calls, 199–202
associated CMRs, identifying, 535
calls between endpoints, identifying, 536
fields, 518–525
call leg IDs, 517
directory numbers, 517
duration field, 518
partitions, 517–518
for zero duration calls, 537
GCIDs, 515–516
IP Phone malfunction, identifying, 538
maintaining
administrator’s responsibility, 549
storage limitations, 549
processing guidelines, 550
service parameters, 508
short calls, identifying, 537
storage, troubleshooting, 552–553
storing data types, 511–513
unused fields, 511
centralized call processing, 26
centralized dial plan, H.323 gatekeepers, 279
centralized system administration, 572
certified servers for CallManager installation, 15–17
CFwdAll soft key, 562–564
CgpnscreeningIndicator service parameter, 111
change notifications, 585–586
Channel 1 Status counter, 445
Channel 2 Status counter, 445
circuit switched networks, 4
call establishment, 7–8
media exchange phase, 9
endpoints, 9
line cards, 7
PCM, 6
trunk cards, 7
versus packet switching, 6
Cisco Applications SDK, 627–629
Cisco AVVID (Architecture for Voice, Video, and
Integrated Data) IP Telephony networks, 3, 9–10
applications
Applications SDK, 627–629
ART, 617
AST, 618–619
BAT, 617
Cisco CallManager Serviceability, 618
Cisco Customer Response, 621
Cisco DPA voice mail gateways, 619–620
Cisco IP AA, 629–630
Cisco IP Contact Center, 622
Cisco IP ICD, 622
Cisco IP Phone Configuration Web page, 631–632
Cisco IP SoftPhone, 632–633
Cisco IP/VC, 623–625
Cisco IVR, 630–631
Cisco Personal Assistant, 625
Cisco Unity, 625–626
Cisco Web Attendant, 634–635
Cisco XML SDK, 623
CiscoWorks2000, 626–627
CMI, 634
LDAP support, 636
TAPS, 618
call establishment, 22–24
Cisco-certified servers, 15–17
clustering, 25–26
centralized call processing, 26
distributed call processing, 26
ICCS, 29
in fully meshed topologies, 28
device redundancy, 26–27, 32–33
QoS, 45–47
admission control, 47–48
H.323 gatekeeper, 53–54
IP precedence, 48–49
locations, 51–52
regions, 49–50
traffic classification, 46
traffic prioritization, 46
reliability, 26
Windows 2000 services, 17–18
Cisco Bridged Telnet, 495–496
Cisco CallManager counters, 435–440
history of, 10
Multimedia Manager 1.0, 11
release 3.0, 13–14
release 3.1, 15
Selsius-CallManager 1.0, 11–12
Cisco CallManager Administration, MOH configuration, 382–385
Cisco CallManager Serviceability, 419–420, 618
alarm configuration, 421
alarm definitions, viewing, 422
SDI tracing, 423–424
SDL tracing, 424
Trace Analysis, 428–430
Trace Collection, 431
trace configuration, 425–427
user authentication, 421
Cisco CTIManager, counters, 440
Cisco Customer Response, 621
Cisco Discovery Protocol, 496
Cisco DPA voice mail gateways, 619–620
Cisco IP AA (IP Auto Attendant), 629–630
Cisco IP ICD (IP Integrated Contact Distribution), 622
Cisco IP Phone 7910, 574–575
Cisco IP Phone 7935, 18
Cisco IP Phone 7940, 18, 238–239, 574
Cisco IP Phone 7960, 18, 238–239, 573
Cisco IP Phone Configuration Web page, 631–632
Cisco IP Phone Configuration Web pages, 575
Cisco IP Phone Expansion Module 7914, 575
Cisco IP Phone Productivity Services, 576
Cisco IP Phones, 235–237
Answer/Release, 559–560
call signaling, 241–248
Confrn soft key, 357
Dial soft key, 136
EditDial soft key, 138
failure, troubleshooting, 538
i button, context-sensitive help, 560
Missed Calls menu, 136–137
Placed Calls menu, adding access codes to redialed numbers, 198–199
Received Calls menu, 136–137
registration, 239–241
services, 248
soft keys, 253
unregistration sequence requirements, 401
visual ring indicators, 611
volume controls, 611
XML data types, 249–252
Cisco IP SoftPhone, 576, 632–633
Cisco IP Voice Media Streaming Application, 357
counters, 441–442, 448–449
Cisco IP/VC (IP Videoconferencing), 623–625
Cisco IPCC (IP Contact Center), 622
Cisco IVR (Interactive Voice Response), 630–631
Cisco MCS-7825-800 server, 16
Cisco MCS-7835-1000 server, 16
Cisco Media Termination Points, counters, 442–443
Cisco Personal Address Book, 577
Cisco Personal Assistant, 625
Cisco SoftPhone, 237
Cisco SW Conference Bridges, counters, 450–451
Cisco Unity, 625–626
Cisco WebAttendant, 578, 634–635
Cisco XML SDK, 623
Cisco-CCM-MIB
  ccmCTIDeviceDirNumTable, objects, 485
  ccmCTIDeviceTable, objects, 482–484
  ccmDevicePoolTable, objects, 465
  ccmGatekeeperTable, objects, 480–482
  ccmGatewayTable, objects, 473–476
  ccmGatewayTrunkTable, objects, 476–477
  ccmGroupMappingTable, objects, 463
  ccmGroupTable, objects, 460
  ccmMediaDeviceTable, objects, 478–480
  ccmPhoneExtensionTable, objects, 468–470
  ccmPhoneFailedTable, objects, 470–472
  ccmPhoneStatusUpdate, objects, 472–473
  ccmPhoneNumberTable, objects, 465–468
  ccmRegionPairTable, objects, 464
  ccmRegionTable, objects, 463
  ccmTable, objects, 461–462
  ccmTimeZoneTable, objects, 464
  notification MIBs, 492–493
  traps, enabling/disabling, 485–486
Cisco-certified servers for running AVVID, 15–17
CiscoWorks2000, 456, 626–627
PathTool, 458
Syslog Analysis tools, 457
Class 5 switches, 4
class of service field (802.1Q packets), packet classification, 48–49
CLID (Calling Line Identification), 570–571
client devices
gateway devices, 19
media processing devices, 19–20
station devices, 18–19
closest match routing, 70–72, 204
blocking 900 numbers, 100
troubleshooting, 223
clustering, 10, 25–26, 271
  address resolution, 279
  admissions control, H.323 gatekeeper, 53–54
  central database architecture, 507–508
  centralized call processing, 26
  communication between nodes, 29
  devices
    redundancy, 32–33
    registration, 354–355
distributed call processing, 26
enterprise deployment, 40
  combined multiple-site model, 45
  multiple-site IP WAN model with
distributed call processing, 42–44
  multiple-site model with centralized call processing, 45
  multiple-site model with independent call processing, 43
  single-site model, 40–41
ICCS, 29
in fully meshed topologies, 28
inserting transcoders, guidelines, 369–372
intracluster communication, 32
media resources, organizing, 342–346
multiple tenant applications, extension mapping, 143–146
node-to-node communication failure, handling, 393
nodes, fault tolerance, 510
reliability of, 26–27
server deployment, 33
  10,000 users or more, 36, 39
  2500 to 5000 users, 36–37
  2500 users or less, 34–36
  5000 to 10,000 users, 36–38
topologies, 285–286
cluster-to-cluster communication, 284
H.323 intercluster trunks, 285–286
transcoding, 286
CMI (Cisco Messaging Interface), 169, 634
counters, 443
service parameters, 170
cmPhoneDevicePoolIndex object, 468
CMRs (Call Management Records), 501, 504. See also CDR data
  associated CDRs, identifying, 535
  enabling/disabling generation, 506–507
  field definitions, 532–535
  unused fields, default value, 511
CNID (Calling Party Name Identification), 571
codecs, 6–7
  mixed-mode conferences, 350
  transcoding, 322, 326
  voice codecs, 318–320
combined multiple-site topology, 45, 286
comfort noise, 321
commands, MGCP, 283
communication
  between CallManager nodes, 29
  Cisco CallManager-to-device
    failure, handling, 393
intercluster, 284
  H.323 intercluster trunks, 285–286
  transcoding, 286
node-to-node failure, handling, 393
Compaq Insight Agent, 458
Compaq servers, Cisco-certified for CallManager installation, specifications, 17
comparing
  IP telephony and traditional telephone networks, 3–7
  redundancy of traditional telephone systems and Cisco AVVID IP Telephony, 26–27
complex MOH configurations, 385–386
Computer Telephony Interface. See CTI API
configuring
  conference bridges
    availability, 359–360
    Catalyst 4000, mixed-mode conference support, 352
    Catalyst 6000, mixed-mode conference support, 351
  Cisco IP Voice Media Streaming Application, 357
  configuring, 355–357
  DSP farms, 356
  registration, 354
resources
  allocating, 350
  availability, 350
  device control process, 349
  hardware-based, codec support, 350
Conference button, 580–582
  conference calls. See conferencing
  conference controllers, 353, 580–581
    Ad Hoc conferences, 357
  conference resources, architecture, 348
  conference servers
    availability, 353
    default configuration, 353–354
  conferencing
    Ad Hoc, 357–359
      Conference button, 580–582
      Confrn soft key, 580–582
    CDRs, GCIDs, 516
    examples, 544–545
    maximum participation, 352
    extending, 353
    Meet-Me, 358–359, 599
    mixed-mode, 350
    on hold, 385
    unicast, 610
  configuring
    Ad Hoc conferencing, 357–359
    call appearances, 206–209
    call forwarding, 167
    call park, 566–567
    calling search spaces, 166
    calling user restrictions, case study, 177–196
    CDR data transfer interval, 509
    codec packet generation, 318–319
    conference bridges, 355–357
    device registration, 354–355
    dialing alias, 129–130
    digital gateways, 118–119
    geographical routing
      inbound dialing, 195–196
      outbound dialing, 187–195
    H.323 endpoints, 259
    gatekeepers, 53–54, 259
    gateways, 286
    hotlines, 131–133
    Meet-Me conferencing, 358–359
    MOH servers, 374–376
      audio source play mode, 378–379
      examples, 383–385
    MTPs, 372–373
    Multicast MOH, 380–381
    outside dial tone, 81–85
    PSTN fallback routing, 54
SNMP trap receivers, 485
transcoders, 372–373
translation patterns, 127–128
user restrictions, 178–179
lobby phones, 180–181
Confrn soft key, 357, 580–582
connections
call legs, 322, 517
call preservation, 388–390
transcoding, 332
ConnectionState counter, 442, 449–450
constraining route patterns, 95
consultation transfers, 609
context-sensitive help, 560
continuous play mode (MOH), configuring, 378
Control Center (CallManager Serviceability), 431
controlling
allocation of media resources, 333
MRGLs, 338
MRGs, 335–337
MRM, 339
silence suppression, 321
converting signed integer values to IP addresses, 512–514
corporate networks, address translation through PSTN, 59–60
counters
descriptions, viewing, 434
for Analog Access gateways, 434–435
for Cisco CallManager, 435–440
for Cisco CTIManager, 440
for Cisco Media Streaming App, 441–442
for Cisco MGCP FXO trunks, 443
for Cisco MGCP FXS stations, 444
for Cisco MTPs, 373, 442–443
for Cisco WebAttendant, 452–454
for CML, 443
for H.323 devices, 440–441
for lines, 441
for MGCP gateways, 444
for MGCP PRI gateways, 445–448
for MOH devices, 381–382, 387–388, 448–449
for TFTP servers, 451–452
monitoring from AST, 432–434
transcoder-related, 373
Unicast conference resources, 361–362
country codes, 217
CRCX (create connection) command (MGCP), 283
creating
CDR data, service parameters, 505
conference bridge resources, 349, 359–360
CSV (comma separated value) files, creating for bulk transactions, 410–412
CTI API (Computer Telephony Interface), 233
architecture, 253
application layers, 254
CTI layer, 256–257
auto-answer with zip tone, 583
Call Forward on Failure, 584
Cisco Personal Assistant support, 583
enhancements, 582–584
CTIQBE, 255
customizing
Microsoft Performance, 494–495
terases, 425

data types, 511–513
database (SQL)
automated change notification, 584–585
CDRs. See also CDRs; CDR data
accessing, 547–550
data transfer interval, configuring, 509
data types, 511–513
fields, 518–525
GCID, 515
centralized architecture, 507–508
full capacity alert configuration, 418
publisher/subscriber, 27
purging, 418
service parameters, 508
database layer, 508
background mode, 510
dateTimeDisconnect field (CDR), 525
dateTimeStamp field (CMR), 533
debug trace level settings, 425
default configuration
media resources, 334
MOH, 385
of conference servers, 353–354
delivering voicemail to correct mailbox number, 172–174
deploying
CallManager in enterprise networks, 40
combined multiple-site model, 45
multiple-site IP WAN model with
distributed call processing, 42–44
multiple-site model with centralized call
processing, 45
multiple-site model with independent call
processing, 42–43
single-site model, 40–41
servers within CallManager clusters, 33
10,000 users or more, 36, 39
2500 to 5000 users, 36–37
2500 users or less, 34–36
5000 to 10,000 users, 36–38
destCallTerminationOnBehalfOf field (CDR), 523
destCause_location field, field definitions, 527
destCause_location field (CDR), 524
destCause_value field, field definitions, 527–530
destConversationId field (CDR), 523
destDeviceName field (CDR), 522
destinations (route patterns), selecting, 66–67
destIpAddress field (CDR), 522
destIpPort field (CDR), 522
destLegIdentifier field (CDR), 522
destMediaCap_g723BitRate field (CDR), 525
destMediaCap_maxFramesPerPacket field (CDR), 525
destMediaCap_payloadCapability field (CDR), 525
destMediaTransportAddress_IP field (CDR), 525
destMediaTransportAddress_Port field (CDR), 525
destNodeId field (CDR), 522
device-based filtering, 425
deviceName field (CMR), 532
devices
registration, 239–241
services, 248
soft keys, 253
unregistration sequence requirements, 401
XML data types, 249–252
Cisco SW Conference Bridge
counters, 450–451
clusters, 271
registration, 354–355
codecs, transcoding, 322
conference bridges
availability, 359–360
Cisco IP Voice Media Streaming
Application, 357
configuring, 355–357
DSP farms, 356
registration, 354
control process, 349, 372
devices, handling failure of, 393
gateways, 19, 229, 270–271
registration, 286–288
H.323 endpoints, 233–234, 258
configuring, 259
RAS protocol support, 264–266
H.323 gateways, 277
analog connections, 278
counters, 440–441
digital connections, 278
gatekeeper control, 274–277
gatekeepers, 279
MTPs, 282
inter-CallManager replication, 29
intracluster communication, 32
mapping tools, 587
media processing devices, 19–20
handling failure of, 392–393
MOH resources, 20
MTP resources, 20
transcoding resources, 19
unicast conferencing devices, 20
media resource registration sequence, 330
MTPs, 324–325
hardware-based, 326
software-based, 325–326
opening HTTP connections, 432
pools, 587
recoverying after failure, 397  
redundancy, 32–33  
registration, 372  
during active connections, 401–402  
switchback, 399–400  
switchover, 397  
route patterns, 62–63  
assigning, 64  
Skinny Protocol, 234  
station devices, 18–19, 229  
supported by Cisco CallManager, 108, 229–230  
TFTP functionality, 266–267  
terminal endpoints, 229  
time-matching, 423  
transcoders, 322, 326  
as alternative to codecs, 367  
availability, 368–372  
configuring, 372–373  
inserting into clusters, 369–372  
logical connections between IP Phones, 332  
trunks, 108–109  
unicast conferencing bridges, 323–324  
voice codecs, 318–319  
bandwidth consumption, 320  
device-to-device communication failure, handling, 393  
diagnosing. See tracing; troubleshooting  
Dial soft key (Cisco IP Phones), 136  
dial tone, troubleshooting  
early, 222  
late, 221–222  
dialing behavior, 66–67  
alias, configuring, 129–130  
enblock dialing, 116  
outside dial tone, 81–85  
overlapped dialing, 116  
urgent route patterns, 79–80  
dialing plans  
address translation, 59–60  
U.K., 80–81  
dialing transformations, 62, 102  
applying, 105–107  
masking, 109  
on terminating device, 122–126  
service parameters, 110  
CgnScreeningIndicator, 111  
MatchingCgnWithAttendantFlag, 111–112  
NumberingPlanInfo, 113–114  
OverlapReceivingForPriFlag, 112–113  
StripPoundCalledPartyFlag, 113  
UnknownCallerID, 113  
versus translation patterns, 102  
DID (direct inward dial), 103, 588  
digit discarding instructions, 87, 96, 120–121  
troubleshooting, 223  
digital gateways, 118–119  
H.323, 278  
directories button (Cisco IP Phone 7960/7940), 589–590  
directory, specifying for MOH audio source file, 377  
directory data type (XML), 251  
Directory Number Configuration Screen, 114  
calling search space, 166  
Display field, 103  
Voice Message Box field, 172–174  
directory numbers, 517  
directoryNum field (CMR), 533  
disabling  
CMR generation, 506–507  
silence suppression, 321  
discovery process, 275  
disengage messages (H.225), fields, 308–309  
Display field (Directory Number Configuration screen), 103  
displaying  
alarm definitions (Cisco CallManager Serviceability), 422  
component version information (CallManager Serviceability), 431  
counter descriptions, 434  
SNMP MIBs, end user interface, 459  
distributed call processing, 26  
distributed resource sharing, 590–591  
distributing media processing load, 341  
DLCX (delete connection) command (MGCP), 283  
DOD (Direct Outward Dial), 588  
DOES-NOT-EXIST operator, 90  
dotted decimal notation, 512  
downloading MIBs, 460
DSPs (digital signal processors), 7
resources, transcoding, 346–348
duration field (CDR), 518, 526
Dutch numbering plans, 216
local numbers, 220–221

E

E911 solutions, 591
911 call routing, 80
calling search space configuration, 212
partition configuration, 212
route filter configuration, 212
route group configuration, 211
route list configuration, 211
route pattern configuration, 212–213
enhanced 911 support, 209–210
early dial tone, troubleshooting, 222
EditDial soft key (Cisco IP Phone), 138
emergency services. See E911 solutions
empty capability set (H.245), 281–282, 365
emulating PBXs, 111–112
enabling
CDR data generation, 505
CMR generation, 506–507
SNMP traps, 485–486
enbloc dialing, 116
encoding schemes, codecs, 6–7
endpoint determination, 58
endpoints, 9
associating with media resources, 333
call legs, 322
H.323, 233–234
logical channels, 281–282
handling failure of, 393
logical channels, 318, 331–332
MGCP, 282
originating, 331
terminating, 331
toll restriction, 156
enhanced 911 support. See E911 solutions
enterprise deployment of CallManager clusters, 40
combined multiple-site model, 45
multiple-site IP WAN model with distributed
call processing, 42, 44
multiple-site model with centralized call
processing, 45
multiple-site model with independent call
processing, 43
single-site model, 40–41
establishing
calls
in circuit-switched networks, 7–9
in Cisco AVVID IP Telephony networks,
22–24
media exchange phase, 9
conferences, 580–581
Event Viewer, 454–455
events, 283
examples
of call preservation, 393–396
of conference calls, 544–545
of GCID usage in call transfer, 516
of hald calls, 546
of Meet-Me conference calls, 545
of MOH configuration, 383–385
of parked calls, 543
of route patterns, 67
simple call routing, 68–72
wildcards matching multiple digits, 72–75
of transferred calls, 539–543
exceeding maximum conference participation, 360
Excel spreadsheets, creating CSV files for bulk
transactions, 410–412
EXISTS operator, 90
exporting trace results to file, 425
extending
conference participation, 352–353
conference resource availability, 360
extension agents, updating
CCM MIB, 459
CDP MIB, 459–460
extension mapping multiple tenant applications,
143–144
intertenant calls, 144–146
extension mobility, 592
external access codes, adding to missed calls (Cisco IP Phones), 137–143
external calls, assigning account codes, 199–202
external phone number masks, 114–115
External Route Plan Wizard, 153, 183
fallback, 188
external route plan wizard, 592

failed devices, recovering, 397
failures. See system failure
fallback routing, 204–205
External Route Plan Wizard, 188
fast busy, 276
fault tolerance
  central database, 509–510
  nodes, 510
features
  Answer/Release, 559–560
  ART, 559
  Auto Answer, 560
  automated change notification, 584–585
  BAT, 561
  broadcast paging support, 560
  call connection, 561
  call forward reason codes, 561
  call forwarding, 562–565
  Call Forward Busy, 564
  Call Forward No Answer, 564–565
  for third-party applications, 565
  Call Park, 566
  configuring, 566–567
  Call Pickup, 567–568
  call preservation, 568–569
  call status per line, 569
  call waiting/retrieve, 569
  calling search spaces, 588
  CallManager Administration, 572
  CallManager Serviceability, 572–573
  CDRs/CMRs, 561
  centralized system administration, 572
  Cisco IP Phone Configuration Web pages, 575
  Cisco IP Phone Expansion Module 7914, 575
  Cisco IP Phone support, 573–575
    Cisco IP Phone 7935, 575
    Cisco IP SoftPhone support, 576
  Cisco Personal Address Book, 577
  Cisco WebAttendant, 578
  CLID, 570–571
  CNID, 571
  context-sensitive help, 560
  CTI API enhancements, 582–584
database API, 584
device mapping tools, 587
device pools, 587
device search, 588
Device wizard, 588
DHCP IP address assignment, 588
DID (Direct Inward Dial), 588
directories, 589–590
distinctive rings, 590
distributed environment, 590
distributed resource sharing, 590–591
DOD (Direct Outward Dial), 588
downloadable upgrades, 587
DSP resource alignment, 591
E911 solutions, 591
EndCall soft key, 592
extension mobility, 592
gain attenuation, 593
group call pickup, 593
GSM-EFR/FR, 594
H.232 supplementary services, 607
Hold/Resume, 595–596
HTTPD server support, 596
IP ICD, 597
lines, 597–598
Meet-Me conferencing, 599
message waiting indicator, 600–601
MOH, 601
MRGL support, 599
Mute button, 601
New Call soft key (Cisco IP Phone 7940/7960), 602
off-hook dialing, 602
overlap sending, 602
paperless phone, 602
partitions, 588
performance monitoring, 603
privacy, 603
QoS statistics, 603
redial, 603
remote site survivability, 603–604
settings button, 604–606
speakerphone, 606
speed dial, 606–607
T1-CAS support, 607
TAPI/UTAPI redundancy, 608
Tone on Hold, 608
transfer, 609–610
unicast conferences, 610
visual ring indicator, 611
wideband stereo codec (Cisco IP Phone 79xx), 611
Y2K compliance, 612
zero cost phone moves/adds, 612

field definitions
- call admission control messages, 302–305
  - CDRs, 518–525
    - destCause_location field, 527
    - destCause_value field, 527–530
    - in CMRs, 532–535
    - OnBehalfOf fields, 530–531
    - origCause_location field, 527
    - origCause_value field, 527–530
- directory numbers, 517
- duration field, 518
- H.225 RAS bandwidth messages, 305–306
- H.225 RAS disengage messages, 308–309
- H.225 RAS information request messages, 309–311
- H.225 RAS location request messages, 306–307
- H.225 RAS messages, 297–299
- OnBehalfOf, 530–531
- registration request messages, 299–301
- unregistration messages, 301–302
- file format of NANP, 214–215
- files, MOH audio sources, adding, 377
- filtering
  - ISDN Layer 3 protocol messages, 497
  - traces, 429–430
- finalCalledPartyNumber field (CDR), 524
- finalCalledPartyNumberPartition field (CDR), 524
- Finland, TLAs, 76
- firmware, upgrading, 587
- fixed data sources, for MOH servers, 376
- ForwardMaximumHopCount service parameter, 563
- full capacity alert, CallManager database configuration, 418
- fully meshed topologies, clustering, 28
- fundamentals of call routing, 60–62
  - dialing behavior, 66–67
  - overlapped sending, 76–77
  - route filters, 62–64
  - wildcards, 64–65
  - route patterns, 62–64
    - comparing to grep(1), 65–66
    - examples, 68–75
- FXO (Foreign Exchange Office) trunks, 278
  - counters, 443
- FXOPortsActive counter, 436, 445
- FXOPortsInService counter, 436, 445
- FXS (Foreign Exchange Station) ports, 278
  - broadcast paging support, 560
  - counters, 444
- FXSPortsActive counter, 436, 445
- FXSPortsInService counter, 436, 445

G

- G.711 voice codecs, bandwidth consumption, 320
- G.723.1 voice codecs, bandwidth consumption, 320
- G.729a voice codecs, bandwidth consumption, 320
- gatekeeper control, H.323, 274–275
- gatekeepers
  - discovery process, 275
  - H.323, 279
    - anonymous device configuration, 279
    - system parameters, 279–280
- gateway reports (ART), 417
- gateways, 270–271
  - Analog Access
    - counters, 434–435
    - assigning to route groups, 150–151
    - Cisco DPA voice mail gateways, 619–620
    - devices, 19, 229
    - digital, 118–119
    - directory numbers, processing, 551
    - endpoints, 150
    - H.323, 272–273, 277
      - accessing CallManager features, 280
      - analog connections, 278
      - call control signaling, 273
      - call signaling protocols, 291–297
      - digital connections, 278
      - gatekeeper control, 274–275, 277
gatekeepers, 279
initialization, 286–288
messaging, 276
supplementary services, 607
troubleshooting, 312
MGCP, 282
counters, 444
events, 283
overlapped dialing, 79
registration during active connection, 401–402
signals, 283
troubleshooting, 311–312
MGCP PRI, counters, 445–448
Q.921 Layer 2 parameters, 289
Q.921 Layer 3 parameters, 290
registration, 286–288
route lists, 62
GCF (Gatekeeper Confirm) messages, 275
GCIDs (global call IDs), 515–516
generating CDR data, service parameters, 505
geographical routing, 183–184
case study, 183–196
inbound dialing, 195–196
outbound dialing, 187–195
troubleshooting, 184–187
globalCallId_callId field (CDR), 519
globalCallId_callId field (CMR), 533
globalCallId_callManagerId field (CDR), 515
globalCallId_callManagerId field (CMR), 532
globalCallId_ClusterId field (CDR), 519
globalCallId_ClusterId field (CMR), 532
graceful switchback algorithm, 399
graceful switchover algorithm, 398
GraphicMenu data type (XML), 251
grep(1), comparing to route patterns, 65–66
GRJ (Gatekeeper Reject) messages, 275
group call pickup, 593
GRQ (Gatekeeper Request) messages, 275
GSM voice codecs, bandwidth consumption, 320
GSM-EFR/FR (Groupe Speciale Mobile-Enhanced Full Rate/Full Rate), 594
guard timers, 400
guidelines for CDR processing, 550

H

H.225 recommendation, 273
call signaling messages, 292–297
RAS
bandwidth messages, 305–306
call admission control messages, 302–305
disengage messages, 308–309
iformation request messages, 309–311
location request messages, 306–307
messages, 297–299
registration messages, 299–301
terminal/gateway discovery messages, 298–299
unregistration messages, 301–302
RAS gatekeeper support, 274–275
signaling, 260–263
unregistration messages, 301–302
H.245 empty capability set, 280–282
H.323 gateways, 259, 277
analog connections, 278
CallManager features, accessing, 280
call signaling protocol, 272–273, 291–297
with gatekeeper control, 276
custers, 271
configuring, 286
counters, 440–441
devices, 108
digital connections, 278
empty capability sets, 365
endpoints, 233–234, 258
configuring, 259
configuring as gatekeeper, 259
RAS protocol support, 264–266
gatekeeper control, 53–54, 274–277
gatekeepers, 279
anonymous device configuration, 279
system parameters, 279–280
initialization, 286–288
intercluster trunking, 285–286
logical channels, 281–282
MTPs, 282
supplementary services, 607
troubleshooting, 312
trunking devices, 291
voice message box management, 172, 174
handling system failure
Cisco CallManager-to-device
communication, 393
endpoint failure, 393
media processing device failure, 392–393
node failure, 391–392
node-to-node communication, 393
hardware-based conference bridges
registration during active connections, 401
resources, codec support, 350
Unicast, 324
hardware-based media processing resources,
328–329
hardware-based MTPs, 326
HeartBeat counter, 442–443, 451–452
held calls, examples, 546
high order bit, 511
high-bandwidth codecs, 319
history of Cisco CallManager, 10
Multimedia Manager 1.0, 11
release 3.0, 13–14
release 3.1, 15
Selsius-CallManager 1.0, 11
Skinny Protocol, 12
Hold button, 595–596
hold types, 383
hotlines, configuring, 131–133
HTTPD (HTTP Daemon), 596
hub-and-spoke topologies, CallManager cluster
deployment strategies, 45

i button
Cisco IP Phone 7940, 574
Cisco IP Phone 7960, 573
context-sensitive help, 560
ICCS (Intracluster Control Signaling), 29
icons, AST window, 432
identifying CDRs
abandoned calls, 537
associated CMRs, 535
call between endpoints, 536
IP Phone malfunction, 538
short calls, 537
IECs (interexchange carriers), 4
immediate switchback algorithm, 399
immediate switchover algorithm, 398–399
implementing authorization codes, 199–202
inbound dialing, configuring, 195–196
Inbound SMDI Message Count counter, 443
individualized routing, 60
information request messages (H.225), fields,
309–311
initial configuration, MOH, 385
initialization
failures, ccmPhoneFailedTable objects,
470–472
H.323 gateways, 286–288
MOH servers, 379
Input data type (XML), 252
Insert Phones/Users screen, 409–410
inserting
access codes in redialed numbers, 198–199
transcoders into clusters, rules, 369–372
installing
Cisco-certified servers, 15–17
Terminal Services Client, 456
inter-CallManager replication, 29
intercluster communication, 284
H.323 intercluster trunks, 285–286
transcoding, 286
intercluster trunking, 25, 36
interdigit timeouts, 75, 99
interexchange carriers (IECs), 4
international calls, blocking, 96
international country codes, 217
INTERNATIONAL-ACCESS DOES-NOT-EXIST
route filters, 96
intertenant calls, 144–146
intracluster communication, 32
IOCTL Errors counter, 442
IP addresses, converting from signed integer values,
512–514
IP Centrex, 143
IP ICD (IP Integrated Contact Distribution), 597
IP Phones, 235, 237, 321–322
Answer/Release, 559–560
call signaling, 241–248
Cisco IP Phone 7940, 238–239
Cisco IP Phone 7960, 238–239
Conf rm soft key, 357
counters, 450
Dial soft key, 136
EditDial soft key, 138
failure, troubleshooting, 538
Missed Calls menu, 136–137
Placed Calls menu, adding access codes to
redialed numbers, 198–199
Received Calls menu, 136–137
registration, 239–241
services, 248
soft keys, 253
unregistration sequence requirements, 401
XML data types, 249–252
IP precedence, 48–49
IP Telephony, 3. See also Cisco AVVID IP
Telephony
packet-switching, 6
versus traditional telephone networks, 3–7
ISDN (Integrated Services Digital Network)
digital gateways, 118–119
Q.921
Layer 2 parameters, 289
Layer 3 parameters, 290
Q931 Translator, 497–498
timers, 288
limitations
on conference participation, 352, 355–356
on database record storage, 549
line cards, 7
lines, counters, 441
link layer, 30
lobby phones, configuring user restrictions, 180–181
local calls
7-digit dialing, 97
fallback, 188
local numbers, Dutch numbering plan, 220–221
LOCAL-AREA-CODE tag, 97
location request messages (H.225), fields, 306–307
logging calls less than 1 second, 506
logical channels, 318, 331–332
long distance and international fallback, 188
long distance carriers
blocking selection of, 96
IECs, 4
low-bandwidth codecs, 319

J-L
Java applets, AST. See AST
jitter field (CMR), 534
JoinOnBehalfOf field (CDR), 522
JTAPI, 254, 256
key systems, 3
large conference support, 352
lastRedirectDn field (CDR), 521
lastRedirectDnPartition field (CDR), 521
lastRedirectRedirectOnBehalfOf field (CDR), 522
lastRedirectRedirectReason field (CDR), 522
LATA (Local Access and Transport Area), 183
late dial tone, troubleshooting, 221–222
latency field (CMR), 535
layers of CallManager functionality, 30–31
state machines, 31–32
LEC (local exchange carrier), 4
length limitations on route filters, 88
maintaining CDR/CMR records
administrator’s responsibility, 549
storage limitations, 549
malfunctioning IP phone, identifying associated
CDR, 538
manageability tools
ART, 413
alerts, 419
call detail reports, 418
call reports, 417
gateway reports, 417
pregeneration of reports, 416
QoS monthly summary reports, 414–415
QoS reports, 418
system overview reports, 418
traffic summary reports, 417
user reports, 417
BAT, 407–408
adding users with CSV files, 410–412
goal of using, 408
managing established CallManager
systems, 409
misconfiguration, 408–409
setting up CallManager database, 408–409
TAPS (Tool for Auto-Registered Phones Support), 412
managing conference bridge resources, 349
manual discovery, 275
mapping public phone numbers to internal numbering scheme, 133–136
masking, 109
external phone number mask, 114–115
MatchingCgpnWithAttendantFlag service parameter, 111–112
MaxCdrRecords service parameter, 508
MaxForwardsToDn service parameter, 564
maximum conference participation, 352 exceeding, 360
MCL (Media Control Layer), 30, 228, 269, 315–317, 330–331
DSP resources, transcoding, 346–348
MCS-7825-800 server, 16
MDCX (modify connection) command (MGCP), 283
Media Control Layer. See MCL
media exchange phase of call establishment, 9
media processing, 317
conference resources
Protocol Layer, 348
Supplementary Services Layer, 348
devices, handling failure of, 392–393
distributing processing load, 341
redundancy, 397
resources, 322–323, 327
allocation on MRGLs, 338
allocation on MRGs, 335, 337
allocation through MRM, 339
availability, 359–360
conference bridges, configuring, 356–357
conference servers, default configuration, 353–354
conferencing limitations, 355–356
controlling allocation of, 333
default configuration, 334
device registration, 354–355
hardware-based, 328–329
MOH, 20, 326
MRGs, 334–335
MTPs, 20, 324–326
Null MRGs, 335
organizing allocation, 342–346
registration, 330
selecting, 329
selecting from MRGs, 339–341
selecting MRGs from MRGLs, 339
software-based, 328–329
transcoding, 19, 326
unicast conferencing resources, 20, 323–324
Media Resource Group List (MRGL), 335
Media Resource Manager. See MRM
media streams, 319
MediaTermPointsOutOfResources counter, 436
MediaTermPointsResourceActive counter, 436
MediaTermPointsResourceAvailable counter, 436
Meet-Me conferencing, 358–359, 599
examples, 545
streams, availability, 360
membership to partitions, 160
Menu data type (XML), 249
message waiting indicator, 174–177, 600–601
messages
ACF (Admission Confirm), 276
ARJ (Admission Reject), 276
ARQ (RAS Admission Request), 275
call admission control, 302–305
GCF (Gatekeeper Confirm), 275
GRJ (Gatekeeper Reject), 275
GRQ (Gatekeeper Request), 275
H.225 call signaling, 292–297
H.225 RAS
bandwidth, 305–306
disengage, 308–309
information request, 309–311
location request, 306–307
RAS (Registration, Admission, and Status), 274–275
registration request, fields, 299–301
Resource Allocation Response, 340–341
SNMP traps, 459
receivers, configuring, 485
unregistration, fields, 301–302
messaging systems, CMI, 169
interaction with calling search spaces, 168–177
service parameters, 170
metro dialing, 97–98
MGCP (Media Gateway Control Protocol)
gateways, 282
CMRs, 504
commands, 283
counters, 444–448
endpoints, 282
events, 283
devices, 108
overlapped dialing, 79
registration during active connections, 401–402
signals, 283
troubleshooting, 311–312
MGCP (Media Gateway Control Protocol) counters, 444–448
events, 283
devices, 108
overlapped dialing, 79
registration during active connections, 401–402
signals, 283
troubleshooting, 311–312
MIBs (Management Information Bases), 458–461
Cisco-CCM-MIB
CallManager Group Table, 460
ccmCTITDeviceDirNumTable, 485
ccmCTITDeviceTable, 482–484
ccmDevicePoolTable, 465
ccmGatekeeperTable, 480–482
ccmGatewayTable, 473–476
ccmGatewayTrunkTable, 476–477
ccmGroupMappingTable, 463
ccmMediaDeviceTable, 478–480
ccmPhoneExtensionTable, 468–470
ccmPhoneFailedTable, 470–472
ccmPhoneStatusUpdateTable, 472–473
ccmPhoneTable, 465–468
ccmRegionPairTable, 464
ccmRegionTable, 463
ccmTable, 461–462
ccmTimeZoneTable, 464
traps, 485–486
objects, AST-generated, 433–434
SYSAPPL-MIB, additional support, 493–494
Microsoft Event Viewer, 454–455
Microsoft Performance, 494–495
migrating users from another PBX, 204–205
misconfiguration of BAT, 408–409
Missed Calls menu (Cisco IP Phones), 136–137
Missing Device Driver Errors counter, 442
mixed-mode conferences, 350
support for on Catalyst 4000 conference bridges, 352
support for on Catalyst 6000 conference bridges, 351
MOH (Music On Hold), 374, 601
architecture, 375–376
Audio Translator, 376–377
complex configuration, 385–386
configuring with Cisco CallManager
Administration, 382–385
default configuration, 385
devices, counters, 448–449
hold types, 383
initial configuration, 385
Network Stream Source, 386
placing conference participants on hold, 385
play mode configuration, 381–382
resources, 20, 326
servers
audio source, 374, 376
audio sources, adding, 377
capabilities summary, 380
configuring, 374–376
counters, 449
initialization, 379
Multicast configuration, 380–381
performance counters, 381–382, 387–388
service parameters, 377
stream connection errors, 379
stream source selection process, 383
MOHHighestActiveResources counter, 448
MOHMulticastResourceActive counter, 436, 448
MOHMulticastResourceAvailable counter, 436, 449
MOHOutOfResources counter, 437, 449
MOHTotalMulticastResources counter, 437, 449
MOHTotalUnicastResources counter, 437, 449
MOHUnicastResourceActive counter, 437, 449
MOHUnicastResourceAvailable counter, 437, 449
monitoring. See also monitoring tools
performance counters
Microsoft Performance, 494–495
MOH server, 381–382, 387–388
MTPs, 373
transcoders, 373
Unicast conference resources, 361–362
monitoring tools
Cisco CallManager Serviceability, 419–420
alarm configuration, 421
AST, 431–434
component version information, displaying, 431
Control Center, 431
SDI tracing, 423–424
multiple-site IP WAN model
  with centralized call processing, 45, 285
  with distributed call processing, 42–44, 285
  with independent call processing, 42–43
music on hold. See MOH
music stream source assignments (MOH), order of
precedence, 386
Mute buttons, 601

N

national numbering plans, blocking calls, 79
Netherlands numbering plan
  local numbers, 220–221
  service calls, 219–220
Network hold, 383
Network Stream Source (MOH), 386
Network Time Protocol Daemon (xNTPD), time-
matching Cisco CallManager-related devices, 423
New Call soft key, 602
NMSs (network management systems),
CiscoWorks2000, 456
  PathTool, 458
  Syslog Analysis tools, 457
no-circuits-available call treatment, 276
nodeId field (CMR), 533
nodes
  active connections, device registration, 401
  communication, regions, 49–50
  conference bridge registration, 354
  device registration, 372
  failure, 391–392, 510
  recovery objectives, 390–391
  role in call preservation, 389
node-to-node communication failure, handling, 393
non-North American numbering plans
  Finland, 76
  Netherlands
    local numbers, 220–221
    service calls, 219–220
non-SMDI unified messaging systems,
service parameters, 171
normal calls, 503

SDL tracing, 424
Trace Analysis, 428–430
Trace Collection, 431
trace configuration, 425–427
user authentication, 421
viewing alarm definitions, 422
CiscoWorks2000, 456
  PathTool, 458
  Syslog Analysis tools, 457
Microsoft Event Viewer, 454–455
Microsoft Performance, 494–495
SNMP
  MIBs, 458–461
  traps, 485
Terminal Services Client, 456
MRGL (Media Resource Group List), 334, 599
  MRGs, selecting, 339
  organizing resource allocation, 342–346
MRGs (Media Resource Groups), 334–335
  device control process, 339
  Null MRGs, 335
  organizing resource allocation, 342–346
  resources, selecting, 339–341
  selecting from MRGLs, 339
MRM (Media Resource Manager), 317
  media resource allocation, 339
  Resource Allocation Response messages, 340–341
MTP resources, 20
MTPs (media termination points), 282, 322–325
  availability, 368–372
  configuring, 372–373
  hardware-based, 326
  inserting into clusters, 369–372
  performance counters, 373
  software-based, 325–326
Multicast MOH, configuring, 380–381
Multimedia Manager 1.0, 11
multiple call appearances, 206–207
multiple digit matches, 72–75
multiple line appearances, 232
multiple tenant applications
  calling search spaces, 161–166
  extension mapping, 143–144
  intertenant calls, 144–146
normal calls
North American numbering plan

- @ wildcard, 213–214
- 10-10 dialing, 96
- 10-digit dialing, 98–99
- 7-digit dialing, 97–99
- digit discarding instructions, 120–121
- file format, 214–215
- metro dialing, 97–98
- replacing, 215–216
- route filters, 95–96
  - 10-digit dialing, 98–99
  - blocking 900 numbers, 99–102
  - blocking international calls, 96
  - blocking long distance carrier selection, 96
  - elimination of interdigit timing, 99
  - metro dialing, 97–98
  - routing only local numbers, 96–97
  - routing toll-free numbers, 99
- tags, 88–90
- notification MIBs, 492–493
- NOT-SELECTED operator, 90
- NTFY (notify) command (MGCP), 283
- Null MRGs, 335
- null partition, 160
- numbering plans
  - country codes, 217
  - Netherlands, 216
    - local numbers, 220–221
    - service calls, 219–220
  - overlapped sending, 76–77
  - replacing, 215–216
- tags, 88–89
- NumberingPlanInfo service parameter, 113–114
- numberOctetsReceived field (CMR), 534
- NumberOfActiveAudioSources counter, 449
- NumberOfActiveConferences counter, 450
- NumberOfActiveConnections counter, 442
- NumberOfActiveStreams counter, 442, 449–450
- NumberOfAvailableStreams counter, 442, 449–450
- NumberOfLostConnections counter, 443, 450
- numberPacketsLoss field (CMR), 534
- numberPacketsReceived field (CMR), 533
- numberPacketsSent field (CMR), 533
- numeric data, storing in database, 511
- objectives for system failure recovery, 390–391
- objects, 458
  - AST-generated, 433–434
  - counters
    - for Analog Access gateways, 434–435
    - for Cisco CallManager, 435–440
    - for Cisco CTIManager, 440
    - for Cisco Media Streaming App, 441–442
    - for Cisco Media Termination Points, 442–443
    - for CMI, 443
    - for FXO trunks, 443
    - for FXS stations, 444
    - for H.323 devices, 440–441
    - for lines, 441
  - MIBs, downloading, 460
  - monitoring from AST, 433–434
- off-hook dialing, 602
- office personnel, blocking 900 numbers, 179
- OffNet calls, processing, 551
- OnBehalfOf fields, 530–531
- one shot play mode (MOH), configuring, 379
- OnNet calls, processing, 551
- opening HTTP connections to devices (AST), 432
  - configuring, 131
  - stringing together, 91
- organizing resource allocation, 342–346
- origCalledPartyRedirectReason field (CDR), 523
- origCallTerminationOnBehalfOf field (CDR), 521
- origCause_location field (CDR), 520, 527
- origCause_value field (CDR), field definitions, 527–530
- origCause_value field (CDR), 520
- origDeviceName field (CDR), 519
- originCalledPartyNumber field (CDR), 523
- origCalledPartyNumberPartition field (CDR), 523
- originating calls from H.323 endpoints, H.225 signaling, 260–263
originating device dialing transformations
Attendant DN, 117–118
Caller ID Enable, 118
expected digits, 117
external phone number mask, 114–115
num digits, 117
prefix digits, 116
originating endpoints, 331
origIpAddr field (CDR), 519
origIpPort field (CDR), 519
origLegCallIdentifier field (CDR), 519
origMediaCap_maxFramesPerPacket field (CDR), 521
origMediaCap_payloadCapability field (CDR), 521
origMediaTransportAddress_IP field (CDR), 520
origMediaTransportAddress_port field (CDR), 521
origNodeId field (CDR), 520
origSpan field (CDR), 520
Out of Streams counter, 442
outbound calls, routing, 203–204
outbound dialing, configuring, 187–195
Outbound SMDI Message Count counter, 443
OutboundBusyAttempts counter, 435, 444
outside dial tone
configuring, 81–85
suppressing, 85
overlapped dialing, 116
overlapped receiving, enabling, 112–113
overlapped sending, 76–77, 602
OverlapReceivingForPriFlag service parameter, 112–113

parameters. See also service parameters
for MOH servers, 377
Q.921 Layer 2, 289
Q.921 Layer 3, 290
parked calls, examples, 543
participation in conferences, extending, 352–353
Ad Hoc conferencing, 357–358
Meet-Me conferencing, 358–359
restrictions, 355–356
partitions, 62, 159, 517–518, 588
analogies to, 158
calling search spaces, 160–161
configuring call appearances, 206–209
example, 161–166
membership, 160
party transform masks, 126
party transformations, 102
PathTool, 458
PBXs (private branch exchanges), 4–5
emulating, 111–112
PCM (pulse code modulation), 6
performance
CDR processing, 548
counters
for Analog Access gateways, 434–435
for Cisco CallManager, 435–440
for Cisco CTIManager, 440
for Cisco Media Streaming App, 441–442
for Cisco Media Termination Points, 442–443
for Cisco Phones, 450
for Cisco SW Conference Bridges, 450–451
for Cisco WebAttendant, 452–454
for CML, 443
for FXO trunks, 443
for FXS stations, 444
for H.323 devices, 440–441
for lines, 441
for MGCP gateways, 444
for MGCP PRI gateways, 445–446
for MGCP T1 CAS gateways, 447–448
for MOH devices, 448–449
for MOH servers, 381–382, 387–388, 449
for MTPs, 373
for TFTP servers, 451–452

packets, 6
streams, 319
transmission over codecs, configuring, 318–319
packet-switching, 6
codecs, 6–7
softswitches, 9–10
versus circuit switching, 6
panes (AST window), monitoring counters, 432–434
paperless phone, 602
processing load, distributing over media resource servers, 341
Protocol Layer, 30, 348
Protocol/Aggregation Layer, 269–270
PSAPs (Public Safety Answering Points), 209
PSTNs
  dialing plans, address translation, 59–60
  fallback routing, configuring, 54
Publisher databases, 27
  purging CallManager database, 418

Q

Q.921
  Layer 2 parameters, 289
  Layer 3 parameters, 290
Q931 Translator, 497–498
QBE (Quick Buffer Encoding), 255
QoS (quality of service), 45–46
  admission control, 47–48
  admissions control
    H.323 gatekeeper, 53–54
  IP precedence, 48–49
  locations, 51–52
  regions, 49–50
  monthly summary reports (ART), 414–415
  reports (ART), 418
  traffic classification, 46
  traffic prioritization, 46
question marks (?), wildcards, 65

range notation, wildcards, 65
RAS (Registration, Admission, and Status), 297–299
  automatic gatekeeper discovery, 275
  bandwidth messages, 305–306
  call admission control messages, 302–305
  disengage messages, 308–309
  information request messages, 309–311
  location request messages, 306–307
  registration messages, 299–301
  support for H.323 endpoints, 264–266
  terminal/gateway discovery messages, 298–299
  unregistration messages, 301–302
reason codes, call forwarding, 561

Received Calls menu (Cisco IP Phones), 136–137

records
call leg IDs, 517

CDRs
abandoned calls, identifying, 537
accessing from central database, 547–550
associated CMR, identifying, 535
calls between endpoints, identifying, 536
field definitions, 518–525
IP phone malfunction, identifying, 538
maintaining, 549
processing, 550
processing, impact on system performance, 548
short calls, identifying, 537
storage, limitations, 549
storage, troubleshooting, 552–553
CMRs
associated CDRs, identifying, 535
field definitions, 532–535
maintaining, 549
storage limitations, 549
fields
call leg identifiers, 517
data type conversions, 512–514
directory numbers, 517
duration, 518
GCIDs, 515–517
partitions, 517–518
partitions, 517–518
recovery failed devices, 397
recovery objectives after system failure, 390–391
Redial button, 603
redialed numbers, adding access codes, 198–199
redundancy
CDR data storage, 507–508
clustering, fully meshed topologies, 28
comparing traditional telephone systems and Cisco AVVID IP Telephony, 26–27
CTI API, 582
in Cisco AVVID IP Telephony architecture, 32–33
TAPI/JTAPI, 608
redundant call processing, 397
Region Fair Table, objects, 464
Region Table, objects, 463
regions, 49–50
Registered MGCPGateway counter, 437
RegisteredAnalogAccess counter, 437
RegisteredDigitalAccess counter, 437
RegisteredHardwarePhones counter, 437
RegisteredOtherStationDevices counter, 437
registration process, 372
Cisco IP Phones, 239–241
conference bridge servers, 349
conference bridges, 354
during active connections, 401–402
gateways, 286–288
of media processing resources, 330
switchover, 397
call attempts, 400
graceful switchover algorithm, 398
immediate switchover algorithm, 398–399
registration request messages, fields, 299–301
release 3.0 (Cisco CallManager), 13–14
release 3.1 (Cisco CallManager), 11, 15
reliability of Cisco AVVID IP Telephony, 26
Remote Serviceability tools, 495–496
remote site survivability, 603–604
reorder tone, 276
replacing numbering plans, 215–216
reports, ART
call detail reports, 418
call reports, 417
gateway reports, 417
pregeneration, 416
QoS monthly summary reports, 414–415
QoS reports, 418
system overview reports, 418
traffic summary reports, 417
user reports, 417
Resource Allocation Response messages, 340–341
resources
conference
architecture, 348
Protocol Layer, 348
Supplementary Services Layer, 348
conference bridges
allocating, 350
availability, 350
configuring, 356–357
device control process, 349
hardware-based, 350
DSP, transcoding, 346–348
media processing, 322–323, 327
  allocation, 335, 337–339
  assigning to MRGs, 343–346
  availability, 359–360
  availability of conference servers, 353
  conference servers, default configuration, 353–354
  conferencing limitations, 355–356
  controlling allocation of, 333
  default configuration, 334
  device registration, 354–355
  distributing processing load, 341
  hardware-based, 328–329
  MOH, 326
  MRGs, 334–335
  MTPs, 324–326
  Null MRGs, 335
  organizing allocation, 342–346
  selecting from MRGs, 339–341
  selecting MRGs from MRGLs, 339
  software-based, 328–329
  transcoders, 326
  Unicast conferencing resources, 323–324
  Unicast, monitoring, 361–362
MRM, allocating, 317
restrictions on conference participation, 352
Resume soft key, 595–596
roughly, 408
route filters, 62–64, 87–88, 92–95
  7-digit dialing, 99
for North American numbering plan, 95–96
  10-digit dialing, 98–99
  blocking 900 numbers, 99–102
  blocking long distance carrier selection, 96
  blocking international calls, 96
  elimination of interdigit timing, 99
  metro dialing, 97–98
  routing only local numbers, 96–97
  routing toll-free numbers, 99
INTERNATIONAL-ACCESS-DOES-NOT-EXIST, 96
length limitations, 88
LOCAL-AREA CODE tag, 97
toll-free numbers, 99
wildcards, 64–65
route groups
  911 routing configuration, 211
  assigning gateways to, 150–151
  assigning to route lists, 152–154
  behavior, 147–150
route lists, 62
  911 routing configuration, 211
  behavior, 147–150
route groups, assigning to, 152–154
Route Pattern Configuration screen, 60–61
  Urgent Priority check box, 80
route patterns, 62–64. See also translation patterns
  . wildcard, 87
  @ wildcard, 86–87
  called party transformations, 155–156
  calling party transformations, 155–156
  closest matching patterns, troubleshooting, 223
  constraining, 95
  destinations, selecting, 66–67
  examples, 67
  closest match routing, 70–72
    simple call routing, 68–69
  wildcards matching multiple digits, 72–75
filtering, 92–95
operators, 90–91
partitions, 159
tags, 88–90
urgent calls, 79–80
versus translation patterns, 128
wildcards, 64–65
routing
  by class of calling user, case study, 177–182
  by geographic location, case study, 183–196
  by organization, 156
  by security, 157
  outbound calls, 203–204
  over a specific gateway, 203–204
routing loops, troubleshooting, 223–224
RQNT (notification request) command (MGCP), 283
RSIP (restart in progress) command (MGCP), 283
S

sample U.K. dialing plan, 80–81
saving traces to file, 425
scalability of CallManager, 23–26
schedule-time switchback algorithm, 399
screening indicator field, specifying value of, 111
SDI tracing, 423–424
SDL (Signal Distribution Layer), 13
SDL (Specification and Description Language), 11
SDL tracing, 424
security
authorization codes, implementing, 199–202
Cisco CallManager Serviceability, user
authentication, 421
selecting
media processing resources, 329
MOH server as audio source file
destination, 377
MRGs from MRGLs, 339
resources from MRGs, 339–341
route pattern destinations, 66–67
Selsius-CallManager 1.0, 11–12
servers
Cisco-certified for CallManager installation,
15–17
clustering, 10
conference servers
availability, 353
default configuration, 353–354
registration with CallManager, 349
deployment within clusters, 33
10,000 users or more, 36, 39
2500 to 5000 users, 36–37
2500 users or less, 34–36
5000 to 10,000 users, 36, 38
MCS-7825-800, 16
media resource, distributing processing
load, 341
MOH, 326
audio source, 374, 376
Audio Translator, 376–377
capabilities summary, 380
complex configurations, 385–386
configuring, 374–376
configuring with Cisco CallManager
Administration, 382–385
counters, 449
default configuration, 385
hold types, 383
initial configuration, 385
initialization, 379
multicast configuration, 380–381
performance counters, 381–382, 387–388
placing conference participants
on hold, 385
service parameters, 377
stream connection errors, 379
stream source selection process, 383
TFTP, counters, 451–452
time-matching, 423
trace configuration, 425
Unicast conference, 323
service calls, 219–220
service parameters
Call Forwarding-related, 563–564
Call Park, 567
call waiting-related, 570
CallDiagnosticsEnabled, 506–507
CDR database-related, 508
CDR data-related, 505
CdrEnabled, 506
CdrLogCallsWithZeroDurationFlag, 506
CDRMoveIntervalInSeconds, 509
Cisco WebAttendant, 579
CLID-related, 571
CMI, 170
controlling silence suppression, 321
dialing transformations, 110
CgpnScreeningIndicator, 111
MatchingCgpnWithAttendantFlag,
111–112
NumberingPlanInfo, 113–114
OverlapReceivingForPriFlag, 112–113
StripPoundCalledPartyFlag, 113
UnknownCallerID, 113
MOH server-related, 377
StatisticsEnable, 434
Tone on Hold, 608
voice messaging, 171
services, Cisco IP Phones, 248
session establishment, 7
set notation, wildcards, 65
setting up CallManager database with BAT, 408–409
settings button (Cisco IP Phones 7910/7940/7960), 604–606
shared line appearances, 231
short calls, identifying associated CDR, 537
sign bit, 511
Signal Distribution Layer, 13
signaling
call legs, 322
H.225, 260–263, 273
intracluster communication, 32
MGCP, 283
signaling layers
Call Control Layer, 269, 315–317
MCL, 330–331
transcoding DSP resources, 346–348
Media Control Layer, 269, 315–317
Protocol/Aggregation Layer, 269–270
signed integer values, converting to IP addresses, 512–514
silence suppression, 320–321
simple call routing, 68–69
single-site topology, 40–41, 285–286
Skinny Client Control Protocol. See Skinny Protocol
Skinny Protocol, 233
devices, 108, 234
voice message box management, 172
SNMP (Simple Network Management Protocol)
MIBs, 458–461
Cisco-CCM-MIB, 460–485
downloading, 460
notification MIBs, 492–493
SYSAPPL-MIB, 493–494
traps, 459
enabling/disabling, 485–486
receivers, configuring, 485
soft keys
CFwdAll, 562–564
Cisco IP Phones, 253
Confrn, 357, 580–582
End Call, 592
New Call, 602
Resume, 595–596
SoftPhone, 237
softswitches, 9–10
software applications
Unicast conference bridges
software-based conference bridges
large conference support, 352
Unicast conference bridges, 324, 357
software-based media processing resources, 328–329
software-based MTPs, 325–326
source 51, 327
speakerphones, 606
Cisco IP Phone 7935, 18
Specification and Description Language, 11
specifications
Cisco-certified Compaq servers, 17
Cisco MCS-7825-800 server, 16
H.323, 259
specifying
directory path for MOH audio source file, 377
value of screening indicator field, 111
speed dialing, 606–607
Redial button, 603
spreadsheets, creating CSV files for bulk
transactions, 410–412
SQL database, accessing tables, 547
stages of call routing, 105–107
StartTime counter, 442–443, 451–453
state machines, 31
intracluster communication, 32
station devices, 18–19, 108, 229–231
H.323 endpoints, 258
configuring, 259
gatekeeper functionality, 259
RAS protocol support, 264–266
multiple line appearances, 232
shared line appearances, 231
supported by Cisco CallManager, 229–230
TFTP functionality, 266–267
StatisticsEnable service parameter, 434
stored calls (Cisco IP Phones), prepending access
codes, 136–143
storing database records
central database, 507–508
data types, 511–513
system limitations, 549
troubleshooting, 552–553
streaming
   availability for conferencing, 360
   Cisco Media Streaming App, counters, 441–442
   failure signals, reporting, 402
   fixed data sources for MOH servers, 376
   H.323, 281–282
   logical channels, 318, 331–332
   MOH audio sources, 374
   connection errors, 379
   continuous play mode, 378
   music stream source assignments, order of precedence, 386
   one shot play mode, 379
   MTPs, 322, 324–325
      hardware-based, 326
      software-based, 325–326
   transcoders, 326
   voice data streams, 319–320
stripping # from digit string, 113
StripPoundCalledPartyFlag service parameter, 113
subscriber databases, 27
substituting numbering plans, 215–216
Supplementary Services Layer, 31, 348
supported client devices, 21–22, 107–108
   station devices, 108
   trunk devices, 108–109
suppressing outside dial tone, 85
switchback, 397
   algorithms, 399–400
   call attempts, 400
   guard timers, 400
switchover, 397
   call attempts, 400
   graceful switchover algorithm, 398
   immediate switchover algorithm, 398–399
SYSAPPL-MIB, 493–494
Syslog Analysis tools, 457
system administrator
   controlling media resources, 333
      MRGLs, 338
      MRGs, 335–337
      MRM, 339
   maintaining CDR/CMR records, 549
system failure
   call preservation, 388–390
   Cisco CallManager-to-device communication handling, 393
   endpoints, handling, 393
   failed devices, recovering, 397
   media processing devices, handling, 392–393
   node failure, handling, 391–392
   recovery objectives, 390–391
system overview reports (ART), 418
system parameters, H.323 gatekeepers, 279–280

T

T1ChannelsActive counter, 438, 445
T1SpansInService counter, 438, 445
tables (SQL database), accessing, 547
tags, 88–90
   AREA-CODE, 97
   INTERNATIONAL ACCESS, 96
   LOCAL-AREA-CODE, 97
TAPI, 254–256
   redundancy, 608
TAPS (Tool for Auto-Registered Phones Support), 412, 618
TCD (Telephony Call Dispatcher) service, 452
TCP (Transmission Control Protocol), CallManager communication, 30
Telealue (TLA), 76
terminal endpoints, 229
Terminal Services Client, 456
terminal/gateway discovery messages, H.225 RAS, 298–299
terminating endpoints, 331
text data type (XML), 250
TFTP servers
   counters, 451–452
   functionality for station devices, 266–267
   third-party applications, call forwarding, 565
time-matching Cisco CallManager devices, 423
timers
   ISDN, 288
   Q.921 Layer 2, 289
   Q.921 Layer 3, 290
TLA (Telealue), 76
toll bypass, 60
   External Route Plan Wizard, 183
   fallback, 188
   toll restriction, 60, 156
   toll-free numbers, 99
   Tone on Hold, 385, 608
   ToneOnCallForward service parameter, 564
   tools
      ART, 413
      call detail reports, 418
      call reports, 417
      gateway reports, 417
      pregeneration of reports, 416
      QoS monthly summary reports, 414–415
      QoS reports, 418
      system overview reports, 418
      traffic summary reports, 417
      user reports, 417
   BAT, 407–408
      adding users with CSV files, 410–412
      goal of using, 408
      managing established CallManager systems, 409
      misconfiguration, 408–409
      setting up CallManager database, 408–409
      TAPS (Tool for Auto-Registered Phones Support), 412
   CallManager Serviceability, 419–421
      alarm configuration, 421
      AST, 431–434
      component version information, displaying, 431
      Control Center, 431
      SDI tracing, 423–424
      SDL tracing, 424
      Trace Analysis, 428–430
      Trace Collection, 431
      trace configuration, 425–427
      viewing alarm definitions, 422
   CiscoWorks2000, 456
   PathTool, 458
   Syslog Analysis tools, 457
   Microsoft Event Viewer, 454–455
   Remote Serviceability, 495–496
   Terminal Services Client, 456
   topologies, deployment strategies
      CallManager clusters, 285–286
      combined multiple-site model, 45
      multiple-site model
         with centralized call processing, 45
         with distributed call processing, 42–44
         with independent call processing, 42–43
      single-site model, 40–41
   TotalActiveCalls counter, 453
   TotalActiveLines counter, 453
   TotalCalls counter, 453
   TotalChangeNotifications counter, 451
   TotalClients counter, 453
   TotalCtiRoutePoints counter, 453
   TotalIdleLines counter, 453
   TotalLines counter, 453
   TotalNumberOfConferences counter, 451
   TotalNumberOfConnections counter, 443
   TotalNumberOfStreams counter, 443, 450–451
   TotalOnlineClients counter, 453
   TotalRedirectedCalls counter, 453
   TotalRegisteredClients counter, 454
   TotalSegmentsAcknowledged counter, 451
   TotalSegmentsSent counter, 451
   TotalTftpRequests counter, 451
   TotalTftpRequestsAborted counter, 451
   TotalTftpRequestsLocal counter, 451
   TotalTftpRequestsNotFound counter, 452
   TotalTftpRequestsOverflow counter, 452
   tracing
      customization, 425
      effect on performance, 424, 430
      filtering, 429–430
         device-based, 425
      SDI, 423–424
         ISDN Layer 3 protocol messages, filtering, 497
      SDL, 424
      time-matching on Cisco CallManager devices, 423
   traditional telephone networks
      circuit-switched, 4
         call establishment, 7–9
         endpoints, 9
      Class 5 switches, 4
comparing to IP telephony, 3–7
IECs, 4
key systems, 3
packet-switched, codecs, 6–7
PBXs, 4–5
PCMs, 6
redundancy, 26–27
traffic
classification, 46
prioritization, 46
summary reports (ART), 417
TranscoderOutOfResources counters, 438
TranscoderResourceActive counter, 438
TranscoderResourceAvailable counter, 438
transcoding, 19, 286, 322, 326
as alternative to codecs, 367
availability, 368–372
configuring, 372–373
DSP resources, 346–348
logical connection between IP Phones, 332
mixed-mode conferences, 350
MOH audio sources, 376–377
performance counters, 373
registration during active connection, 401
Transfer button (Cisco IP Phone 12SP+), 609
transferred calls, example, 539–543
transformations, 102–103s
called party transformations, 104
masking, 109
on terminating device, 122–126
service parameters, 110
CgpnScreeningIndicator, 111
MatchingCgpnWithAttendantFlag, 111–112
NumberingPlanInfo, 113–114
OverlapReceivingForPriFlag, 112–113
StripPoundCalledPartyFlag, 113
UnknownCallerID, 113
TRANSIT-NETWORK-ESCAPE tag, 96
TRANSIT-NETWORK-ESCAPE tags, 96
Translation Pattern Configuration screen, 63
translation patterns, 62, 126–128
calling search space, 128
dialing alias, configuring, 129–130
hotlines, 131–133
mapping public phone numbers to internal numbering scheme, 133–136
mapping public phone numbers to private numbering scheme, 133–136
troubleshooting, 224
versus dialing transformations, 102
versus route patterns, 128
traps, 459
receivers, configuring, 485
troubleshooting. See also tracing
call delays, 222
call routing loops, 223–224
CDR storage, 552–553
Cisco IP Phone failure, 538
closest matching patterns, 223
digit discarding instructions, 223
ever application of outside dial tone, 222
geographical routing, 184–187
H.323 gateways, 312
late application of outside dial tone, 221–222
MGCP gateways, 311–312
outside dial tone, 84
translation patterns, 224
trunk cards, 7
trunk devices, 108–109
H.323, 329
type of service field (802.1Q packets)
packet classification, 48–49

UDP (User Datagram Protocol), CallManager communication, 30
umbrella specifications, H.323, 272–273
unicast conference bridges, 20, 323
hardware-based, 324
software-based, 324
unicast conferencing, 610
UnicastHardwareConferenceActiveParticipants counter, 438
UnicastHardwareConferenceCompleted counter, 438
UnicastHardwareConferenceOutOfResources counter, 439
UnicastHardwareConfResourceActive counter, 438
UnicastHardwareConfResourceAvailable counter, 438
UnicastSoftwareConferenceActiveParticipants counter, 439
UnicastSoftwareConferenceCompleted counter, 439
UnicastSoftwareConferenceOutOfResources counter, 440
UnicastSoftwareConfResourceActive counter, 439
UnicastSoftwareConfResourceAvailable counter, 439
unified messaging systems
  CMI, 169–170
delivering voicemail to correct mailbox number, 172–174
interaction with calling search spaces, 168–177
non-SMDI, service parameters, 171
UNIX, comparing grep(1) to route patterns, 65–66
UnknownCallerID service parameter, 113
UnknownCallerId service parameter, 571
UnknownCallerIdFlag service parameter, 571
UnknownCallerIdText service parameter, 571
unregistration messages, field definitions, 301–302
unregistration process
  IP Phones, requirements for, 401
  switchback, 397
  algorithms, 399–400
  guard timers, 400
updating
  CCM MIB extension agent, 459
  CDP MIB extension agent, 460
  established CallManager systems, 409
upgrading firmware, 587
uptime-delay switchback algorithm, 400
urgent route patterns, 79–80
user authentication, 421
User hold, 383
User Hold Stream Source (MOH), 386
user reports (ART), 417
user restrictions
  configuring, 178–179
  lobby phones, configuring, 180–181
  UUIE (user-user information element), 291
V
VAD (voice activity detect), 320–321
variable-length numbering plans, 76
  overlapped sending, 76–78
  urgent route patterns, 80
Version counters, 454
VICS, blades, 19
viewing
  alarm definitions (Cisco CallManager Serviceability), 422
descriptions of counters, 434
  SNMP MIBs, end user interface, 459
virtual endpoint determination, 58
visual ring indicator, 611
voice codecs, 318–319
  bandwidth consumption, 320
  encoding, 6–7
Voice Message Box field (Directory Number Configuration screen), 172–174
voice streams, 319
  transcoding, 322
voice-messaging systems
  delivering to correct mailbox number, 172–174
  message waiting indicator, 174–177
  non-SMDI, service parameters, 171
  SDMI, 169
VoIP, logical channels, 318
W
WebAttendant, longest idle support, 578
white noise, 321
wideband stereo codec (Cisco IP Phone 79xx), 611
wideband voice codecs, bandwidth consumption, 320
wildcards, 64–65
  ! (exclamation point), 65
  ? (question mark), 65
  . (period), 87
  + (plus sign), 65
  @ , 64, 86–87
  multiple digit matches, 72–75
  range notation, 65
  set notation, 65
  X wildcard, 65
Windows 2000 services for Cisco IP Telephony, 17–18
Windows 2000 Administrative Tools, Microsoft Performance, 494–495
wizards, 588
  external route plan wizard, 592
X-Z

X wildcard, 65
XFER button (Cisco IP Phone 30VIP), 609
XML data types (Cisco IP Phones), 249–252
XML-formatted traces, 425
xNTPD (Network Time Protocol Daemon),
  time-matching CallManager-related devices, 423

zero duration calls, CDRs, 537
zip tones, 583