



## Symbols

- ! wildcard, 460
- . wildcard, 461
- @ wildcard, 461
  - DDIs, 487–494
  - route filters, 506–507
    - multiple clauses, 512
    - NANP tags, 508–510

## Numerics

- 3-port switch operation, Cisco 79xx series IP phones, 161–164
- 7-digit local calls, delayed routing, 466–469
- 10-10-Dialing DDI, 487
- 10-10-Dialing Trailing-# DDI, 487
- 11/10D->7D DDI, 487
- 11/10D->7D Trailing-# DDI, 487
- 11D->10D DDI, 488
- 11D->10D Trailing-# DDI, 488
- 802.1Q protocol, 850
- 911 routing, Cisco ER, 478
- 6608 T1/E1 module
  - configuring, 325–337
  - D-channel establishment, 337, 340–343
    - advanced troubleshooting, 344–359
  - T1 CAS, 359–367
- 6624 Port FXS Analog Interface Module configuring, 367–379
- 7960/7940 IP Phones
  - extension mobility, 756–758
    - configuring, 758–763
    - login/logout process, 763–765
    - resolving common problems, 765–768, 772
- 79xx IP Phones
  - 3-port switch operation, 161–164
  - network settings, 123–126

## A

- AA (Auto Attendant), 737
  - traces, collecting, 748–752
- AAR (automatic alternate routing), 478
- acknowledgments, 238
- ACOM (combined loss), 417
- acoustic echo, isolating, 412
- acquiring
  - Dick Tracy tool, 105
  - Q.931 Translator, 100
- active connections, 155
- AD (Active Directory)
  - Customer Directory Configuration plugin, troubleshooting, 839–844
  - LDAP integration, 837–839
- Ad Hoc conferences, 565
  - error messages, 597–598
  - locations-based CAC bandwidth reservations, 633–635
- adjusting
  - fax relay data rate, 451–452
  - interdigit timeout, 467
- Administrative Reporting Tool (ART), 795
- alarms
  - configuring on CallManager Serviceability, 82
  - StationAlarmMessage field definitions, 158–160
- alerts
  - configuring on CCEmail, 81
  - enabling on PerfMon, 75
- algorithmic delay, 386
- “Already In Conference” error messages, troubleshooting, 597
- analog gateways, VG248 SMDI integration, 686–692
- Analog Ground Start, 850
- Analog Loop Start, 850
- analyzing collected data
  - case study, 18–19
  - CCM traces, 42, 50–57
    - through MGCP T1 PRI gateways, 58–60
  - CMI traces, 674–679
  - deductive reasoning, 11–12
  - ISDN traces, 258–262

- calling name display, 270
- cause codes, 262–269
- numbering type/plan mismatches, 269–270
- timer information, 271–276
- locations-based CAC trace information, 628–631
- SDL traces, 60–63
- verifying IP network integrity, 12–13
- Anlagenanschluss, 213
- ANS (answer tone), 439
- ANSI (American National Standards Institute) web site, 849
- appearances, held calls, 524
- applications
  - CallManager Serviceability, 82
    - alarms, 82
    - Control Center, 85
    - RTMT, 85–88
    - Service Activation, 84
    - traces, configuring, 83
  - CAR, 90
  - CCC, 790–791
  - CCEmail
    - alerting methods, 81
    - configuring, 76–80
  - Cisco Attendant Console, 779–780
    - client, 781–782
    - resolving common problems, 782–784
    - server components, 780–781
  - Cisco AVVID IP Telephony, 34
  - Cisco ER, 791
  - Cisco IP SoftPhone, 786–788
  - Cisco Personal Attendant, resolving call routing problems, 785–786
  - CRA, 736
  - CTI, 736
  - Dick Tracy, 101–104
    - CLI/embedded Tracy, 105
  - directory-enabled, 819–820
  - Enhanced Q.931 Translator, 98–100
  - Event Viewer, 91
    - alarm definitions, 92–93
  - PerfMon
    - alerts, 75
    - counter logging, 71–75

- versus RTMT, 68–69
- viewing real-time statistics, 69–71
- Q.931 Translator, 95–97
- VNC, 108
- Windows Terminal Services, 107
- applying transformations
  - cumulative effect, 497–499
  - order of application, importance of, 496–497
- area codes
  - blocking, 548–549
  - versus local area code, 510
- ART (Administrative Reporting Tool), 795
- assigning calling search spaces to devices, 471–473
- audio sources (MOH), 601–603
  - Audio Translator, troubleshooting, 618
  - live
    - selecting recording input, 620
    - troubleshooting, 619–620
  - multicast
    - troubleshooting, 616
    - versus unicast, 615
- Audio Translator, troubleshooting, 618
- automatic alternate routing (AAR), 478
- automatic time synchronization, configuring on
  - CallManager servers, 39
- auto-registration, controlling with PLAR, 545–546

---

## B

- backhauling, 553
  - on MGCP PRI gateways, 256–258
- backup CallManager, 154
- BackupCallManagerName parameter (CMI), 667
- bandwidth requirements, locations-based CAC, 624–626
- BaudRate parameter (CMI), 667
- best practices, troubleshooting Cisco IP Phones, 165–166
- binary values, converting to decimal and hexadecimal values, 881–889
- bit masks, 63
  - configuring for SDL traces, 63–67
- blind transfers, 529–531
- blocked calls, 473
- blocking area codes, 548–549
- buffering delay. *See* queueing delay

Bug Toolkit, 106–107  
 busy calls, forwarding, 480

## C

- CAC (call admission control), 24, 623
  - gatekeeper CAC, 638
  - call setup, 647–651
  - CallManager registration, 645–647
  - RAS messages, 639
  - verifying configuration, 640–645
- locations-based, 623–624
  - bandwidth requirements, 624–626
  - call preservation, 636–637
  - CCM traces, enabling, 626
  - conference bandwidth reservations, 633–635
  - configuring, 630
  - detecting bandwidth leaks, 635–636
  - location identifiers, 628
  - MOH bandwidth reservations, 631–633
  - regions, 627–629
  - trace information, analyzing, 628–631
- call admission control. *See* CAC
- call control, CCAPi debug commands, 196–205
- call forwarding, 479
  - CFA, 480–485
    - restricting, 546–547
  - CFB, 480
  - CFF, 485–486
  - CFNA, 479–480
    - to voice mail, reading CMI traces, 678
- call history information messages (SMDI), 665
- call hold feature (CallManager), 522–529
- call legs, 175. *See also* dial peers
- call park feature (CallManager), 531
  - troubleshooting, 532–533
- call pickup feature (CallManager), troubleshooting, 533–538
- call preservation
  - locations-based CAC, 636–637
  - SRST, 562
  - troubleshooting, 561
- call routing
  - called party transformations, effect on, 513–514
  - Cisco Personal Attendant, 785–786
  - closest-match routing, 461–464
    - unexpected outside dial tone, troubleshooting, 465–466
  - dial peers
    - call legs, 175
    - destination-pattern parameter, 176–179
    - incoming called number command, 181–184
    - matching, 175
    - optional parameters, 179–181
  - NANP, 857–879
  - pattern matching
    - blocked calls, 473
    - multiple partitions within calling search space, 474–475
  - problem resolution methodology, 515–516
    - reading CCM traces, 516–521
  - route patterns
    - urgent priority, 502
    - wildcards, 460–461
  - toll fraud, preventing, 544–549
  - translation patterns, 501–506
- call setup, gatekeeper CAC, 647–651
- call statistics menu (Cisco IP Phones), 165
- call transfer feature (CallManager), 529–531
- called party transformations
  - effect on call routing, 513–514
  - masks, 495–496
    - cumulative effect of changes, 497–499
    - order of application, 496–497
    - overriding, 499
  - CallerID service parameter transformation, 500
- calling party transformations, 513–514
  - masks, 495–496
    - cumulative effect of changes, 497–499
    - order of application, 496–497
    - overwriting, 499
- calling search spaces, 469–473
  - AAR, 637
  - applying to voice mail systems, 547
  - call forwarding, 479
    - CFA, 480–485, 546–547
    - CFB, 480

- CFF, 485–486
- CFNA, 479–480
- device-level, 476–477
- event-specific, 478
- line-level, 476–477
- multiple partitions, pattern-matching rules, 474–475
- CallManager. *See also* CallManager Serviceability
  - audio sources
    - multicast versus unicast, 615
    - selecting recording input, 620
    - troubleshooting live sources, 619–620
  - call hold feature, 522–529
  - call park feature, 531–533
  - call pickup feature, 533–538
  - call processing messages, 140, 144–147
  - call transfer feature, 529–531
  - calling IP phone interaction, 150
  - Cisco AVVID IP Telephony call processing, 24
    - centralized deployment model, 26
    - distributed deployment model, 27
    - multiple-site deployment model, 25
    - single-site deployment model, 24
  - closest-match routing, 461–464
    - unexpected outside dial tone, troubleshooting, 465–466
  - Database Layer Monitor
    - CDR replication, troubleshooting, 813–815
    - verifying operation, 812–813
  - delayed routing, 466–469
  - digit analysis behavior, 463–464
  - embedded LDAP directory, 823–825
    - logon failures, troubleshooting, 827
    - reconfiguring on Publisher server, 828–835
    - reconfiguring on Subscriber server, 835–837
  - endpoints, 551
  - MOH, troubleshooting, 611–615
  - nonsurvivable endpoints, 557
    - CTI/TAPI endpoints, 559
    - H.323 gateways, 558–559
    - Skippy gateways, 557
  - object counters, 893–898
    - Cisco CallManager Attendant Console object counters, 898–900
    - Cisco CallManager System Performance object counters, 900–902
    - Cisco CIT Manager object counters, 903
  - partitions, 470
  - service parameters, transformations, 500–501
  - survivable endpoints, 552
    - IP Phones, 552–553
    - MGCP gateways, 553–557
- TOH, 602
  - investigating instances of, 617
- trace files
  - analyzing SCCP messages, 148–154
  - call state field values, 525
  - configuring in CallManager Serviceability, 42–50
  - digit analysis results, 149
  - fields, 44–46
  - for MGCP T1 PRI gateways, 58–60
  - MOH, troubleshooting, 608–611
  - reading, 42, 50–57
  - reviewing for call routing problems, 516–521
  - unregistered IP Phones, troubleshooting
    - checking inline power, 114–117
    - verifying network connectivity, 117–127
- CallManager Serviceability, 82
  - alarms, 82
  - configuring CCM traces, 42–50
  - Control Center, 85
  - RTMT, 85
    - CTI Apps tab, 88
    - Devices tab, 86
    - Performance tab, 86
  - Service Activation, 84
  - traces, configuring, 83
- CallManagerName parameter (CMI), 667
- capability bits, 200
  - DTMF relay, 202
  - fax, 201
- capturing IP IVR/AA traces, 748–752
- CAR (CDR analysis and reporting), 90
- case studies
  - data analysis, 18–19
  - data collection, 14–18

- Catalyst 4000 series switches
  - AGM, hardware conferencing, 587
  - Catalyst 4224 switch, voice gateway functionality, 173–174
- Catalyst 6000 series
  - 6608 T1/E1 modules
    - configuring, 325–337
    - D-channel establishment, 337, 340–359
    - T1 CAS, troubleshooting, 359–367
  - 6608/6624 voice gateway modules
    - DHCP, troubleshooting, 314–320
    - powering up, 313–314
    - registration, troubleshooting, 324–325
    - TFTP, troubleshooting, 320–324
  - 6624 FXS Analog Interface Module, configuring, 367–379
  - CMM switch, voice gateway functionality, 174
- CatOS switches, time synchronization, 41
- CCAPI (call control application programming interface) debugs, 196–205
- CCC (Cisco Conference Connection), 790–791
- CCEmail
  - alerting methods, 81
  - configuring, 76–80
- CCMAdmin
  - reset command, 156
  - restart command, 156
- CDCC (Call Dependent Call Control) processes, tracing locations-based CAC, 626
- CDR Time Converter, 90–91
- CDRs (call detail records), 89
  - CAR, 90
  - configuring Subscriber replication, 810–812
  - replication, troubleshooting, 813–815
  - storing in Publisher server, 795
  - timestamps, 90–91
- centralized CallManager architecture, locations-based CAC, 26, 623–624
  - AAR, troubleshooting, 637
  - analyzing, 628–631
  - bandwidth requirements, 624–626
  - call preservation, 636–637
  - CCM traces
    - analyzing, 628–631
    - enabling, 626
  - conference bandwidth reservations, 633–635
  - configuring, 627–631
  - detecting bandwidth leaks, 635–636
  - MOH bandwidth reservations, 631–633
  - regions, 627
- CFA (call forward all), 480–485
  - restricting, 546–547
- CFB (call forward busy), 480
- CFF (call forward on failure), 485–486
- CFNA (call forward no answer), 479–480
- CgpnScreeningIndicator service parameter transformation, 500
- choppy voice quality, sources of
  - packet drops, 397–400
  - queuing delay, 401
  - VAD, 402–404
- Cisco 7910 IP Phone, 32
- Cisco 7914 IP Phone Expansion Module, 32
- Cisco 7935 IP Conference Station, 32
- Cisco 7960/7940 IP Phones, 31
- Cisco Attendant Console, 779–780
  - client, 781–782
  - resolving common problems, 782–784
  - server components, 780–781
- Cisco AVVID IP Telephony
  - applicaitons, 34
  - call processing
    - centralized deployment model, 26
    - distributed deployment model, 27
    - multiple-site deployment model, 25
    - single-site deployment model, 24
  - clients, 29–31
    - Cisco 7910 IP Phone, 32
    - Cisco 7914 IP Phone Expansion Module, 32
    - Cisco 7935 IP Conference Station, 32
    - Cisco 7960/7940 IP Phones, 31
  - IP Telephony infrastructure, 23–24
  - network infrastructure, 23
  - voice gateways, 32
- Cisco CallManager Administration, viewing Route Plan Report, 466
- Cisco CallManager Attendant Console object counters, 898–900
- Cisco CallManager System Performance object counters, 900–902

- Cisco CIT Manager object counters, 903
  - Cisco Customer Directory Configuration plugin, troubleshooting installation, 839–843
  - Cisco DPA 7630 voice mail gateway, 702
    - Octel voice mail system integration with CallManager, 693, 697–703
      - MWI problems, troubleshooting, 702
      - port statuses, 700–702
      - verifying cabling, 693
  - Cisco ER (Emergency Responder), 478, 791
  - Cisco Gatekeeper object counters, 904
  - Cisco H.323 object counters, 904
  - Cisco HW Conference Bridge Device object counters, 905
  - Cisco IOS Software
    - debugs, enabling, 185–187
    - dial peers
      - call legs, 175
      - destination-pattern parameter legs, 176–179
      - incoming called number command, 181–184
      - matching, 175
      - optional parameters, 179–181
  - Cisco IOS voice gateways, 169
    - 2600 series routers, 171–172
    - 3600 series routers, 172
    - 3700 series routers, 173
    - digital interfaces
      - ISDN PRI signaling, 210–214
      - T1 CAS, 214–218
      - timestamps, configuring, 185
      - verifying physical layer connectivity, 208–210
    - eliminating sources of echo, 421–424
  - H.323, 281
    - H.225 call flow, 288–294
    - H.225 signaling, 283–284
    - H.245 call signaling, 295–307
    - IEs, 284–287
  - MGCP
    - cause codes (traces), 262–269
    - commands, 219–221
    - DTMF packages, 231–232
    - DTMF trunk packages, 236–237
    - endpoint identifiers, 218–219
    - FXO/FXS signaling, 249–256
    - generic media packages, 231
    - handset emulation packages, 235–236
    - line packages, 234–235
    - MF packages, 232–238
    - packages, 229–230
    - parameter lines, 221–229
    - PRI backhaul, 256–258
    - numbering type/plan mismatches, 269–270
    - reading ISDN traces, 258–262
    - response codes, 239–240
    - response headers, 238
    - RTP packages, 236
    - T1 CAS, 276–281
    - timers, 271–276
    - trunk packages, 233
    - verifying registration status, 240–249
  - resolving one-way/no-way audio problems, 407–410
  - TDM interfaces, troubleshooting, 187
    - with debug commands, 192–205
    - with show commands, 187–192
  - VG200, 170
- Cisco IP Phone Services SDK, 822
- Cisco IP Phones
- 79xx series
    - 3-port switch operation, 161–164
    - call processing messages, 140, 144–148
    - network settings, 123–126
    - SCCP, troubleshooting, 139–140
  - active connections, 155
  - best practices for troubleshooting, 165–166
  - directory problems, troubleshooting, 160–161
  - dropped calls, troubleshooting, 157
  - failback, 156
  - failover, 155
    - troubleshooting, 158–160
  - resetting, 156
  - restarting, 156
  - service problems, troubleshooting, 160–161, 789
  - Skippy client registration process
    - messages, 127–132
    - verifying with status messages, 133–135
  - soft keys, 147
  - TCP handle, deriving from CCM traces, 148
  - Temporary Failure messages, 561–562

- Cisco IP SoftPhone, 786–788
  - eliminating sources of echo, 428–429
- Cisco IP/VC products, 789
- Cisco Lines object counters, 905
- Cisco Locations object counters, 906
- Cisco Media Streaming App object counters, 906–909
- Cisco Media Termination Point object counters, 909–910
- Cisco Messaging Interface object counters, 910–911
- Cisco MGCO FXI Device object counters, 911
- Cisco MGCO FXS Device object counters, 912
- Cisco MGCP Gateways object counters, 912
- Cisco MGCP PRI Device object counters, 913–914
- Cisco MGCP T1 CAS Device object counters, 914–915
- Cisco MOH Device object counters, 915–918
- Cisco MTP Device object counters, 916
- Cisco Personal Attendant, resolving call routing problems, 785–786
- Cisco Phones object counters, 918
- Cisco SW Conference Bridge Device object counters, 918–920
- Cisco TFTP object counters, 920–923
- Cisco Transcoder Device object counters, 923
- Cisco Unity, 655
  - DTMF, 661–662
  - MWI, 659–661
  - switch configuration, verifying, 658–659
  - troubleshooting resources, 662
  - TSP
    - compatibility, verifying, 655–656
    - configuring, 656–657
- Cisco WebAttendant. *See* Cisco Attendant Console
- Cisco WS-X6608 gateway, eliminating sources of echo, 424–427
- CLI Tracy, 105
- clients
  - Cisco 7910 IP Phone, 32
  - Cisco 7914 IP Phone Expansion Module, 32
  - Cisco 7935 IP Conference Station, 32
- closest-match routing, 461–464
  - unexpected outside dial tone, troubleshooting, 465–466
- clusters
  - database replication, Publisher-Subscriber model, 793–796
  - intercluster trunks, 311
    - codec mismatches, 312
  - master/replica relationship, 823
  - passwords, configuring on nodes, 798–802
  - “CM Down, Features Disabled” message (Cisco IP Phones), 158
  - CMI (Cisco Messaging Interface), 666–667
    - service parameters, 667–671, 674
    - traces, reading, 674–679
    - troubleshooting with HyperTerminal, 679–682
  - CMRs (Call Management Records), 89
  - codec complexity, 171
  - codecs
    - CallManager selection process, 568
    - capability bits, 200
    - configuring between regions, 569
    - GSM, 855
    - transcoding, 565
    - wideband, 855
  - coder delay, isolating, 386
  - collecting data, 4
    - analyzing, 11
      - CCM traces, 42, 50–57
      - CMI traces, 674–679
      - ISDN traces, 258–262
      - locations-based CAC traces, 628–631
      - SDL traces, 60–63
    - case study, 14–18
    - IP IVR/AA traces, 748–752
  - isolating root cause of problems, 6
    - deductive reasoning, 11–12
    - earliest occurrence of problem, referencing device-based time, 10–11
    - with topology information, 7–9
  - user information, 10
  - verifying IP network integrity, 12–13
- comfort noise, 402
- commands
  - debug ephone, 713
  - debug ephone detail, 723–728
  - debug ephone register, 714–717
  - debug ephone state, 719–722
  - debug vstp tone, 192–196



- fax interface-type, 454
- fax nsf, 453
- fax rate, 451
- fax-relay ecm disable, 452
- frame-clock-select, 210
- incoming called number, 182–184
- show call active voice, 191, 404
- show call active voice brief, 449
- show ephone, 720
- show gatekeeper calls, 649
- show gatekeeper endpoints, 645
- show gatekeeper zone status, 649
- show voice port summary, 188–189
- conferencing
  - Ad Hoc, error messages, 597–598
  - failures, troubleshooting, 592–597
- configuration parameters, VG248, 686–690
- configuring
  - 6608 T1/E1 digital gateway, 325–337
    - D-channel establishment, 337, 340–359
    - T1 CAS, troubleshooting, 359–367
  - 6624 FXS Analog Gateway, 367–379
  - CallManager Serviceability
    - alarms, 82
    - CCM traces, 42–50
    - Service Activation, 84
    - traces, 83
  - CCEmail, 76–80
  - CMI, service parameters, 667–671, 674
  - codecs between regions, 569
  - CRA, LDAP directories, 741–745
  - dial peers, 176–177
    - incoming called number command, 181–184
    - optional parameters, 179–181
    - variable-length matching, 178–179
  - extension mobility, 758–763
  - fax/modem passthrough on WS-X6608 port, 441
  - locations-based CAC, 627–631
  - MWI, parameters, 682–685
  - passwords on cluster nodes, 798–802
  - regions, 571
  - SDL traces, 63–67
  - SRST, 709–712
    - DHCP support, 732
    - transfer patterns, 730
  - Subscriber CDR replication, 810–812
- connectivity
  - troubleshooting unregistered Skinny clients, 117–127
    - configuration files, 121–127
    - IP addressing, 118–121
    - VLAN configuration, 118
  - verifying, 12–13
- Control Center (CallManager Serviceability), 85
- converting decimal values
  - to binary, 881–889
  - to hex, 881–889
- CoR (class of restriction), 708
- corporate directories
  - Cisco IP phone directory integration, 820
  - LDAP integration
    - with Active Directory, 837–839
    - with Netscape iPlanet, 844
  - providing endpoint access, 821–823
  - troubleshooting, 823
- counters
  - Cisco analog access, 892
  - Cisco CallManager Attendant Console object, 898–900
  - Cisco CallManager object, 893–898
  - Cisco CallManager System Performance object, 900–902
  - Cisco CTI Manager object, 903
  - Cisco Gatekeeper object, 904
  - Cisco H.323 object, 904
  - Cisco HW Conference Bridge Device object, 905
  - Cisco Lines object, 905
  - Cisco Locations object, 906
  - Cisco Media Streaming App object, 906–909
  - Cisco Media Termination Point object, 909–910
  - Cisco Messaging Interface object, 910–911
  - Cisco MGCP FXO Device object, 911
  - Cisco MGCP FXS Device object, 912
  - Cisco MGCP Gateways object, 912
  - Cisco MGCP PRI Device object, 913–914
  - Cisco MGCP T1 CAS Device object, 914–915
  - Cisco MOH Device object, 915–918

- Cisco MTP Device object, 916
- Cisco Phones object, 918
- Cisco SW Conference Bridge Device object, 918–920
- Cisco TFTP object, 920–923
- Cisco Transcoder Device object, 923
- enabling logging on PerfMon, 71–75
- Windows 2000 objects, 924–925
- CRA (customer response application), 736
  - AA, 737
  - compatibility with CCM, verifying, 737
  - extension mobility
    - configuring, 759–763
    - login/logout process, 763–765
    - resolving common problems, 765–768, 772
  - LDAP directory, configuring, 741–745
- CRA Administration, 738–741
  - engine status, verifying, 745–748
- CTI (Computer Telephony Interface)
  - applications, 736
  - CRA
    - AA, 737
    - extension mobility, 759–769, 772
    - IVR, 737
    - LDAP directory, configuring, 741–745
  - CRA Administration, troubleshooting, 738–741
  - CTI Manager, 738
  - nonsurvivable CTI/TAPI endpoints, 559
  - verifying TSP version, 736
- CTI Apps tab (RTMT), 88
- CTI Manager, 738
- CTIQBE (Computer Telephony Interface Quick Buffer Encoding), 736
- cumulative transformations, 497–499
- Customer Directory Configuration plugin,
  - troubleshooting installation, 839–843
- ISDN traces, 258–262
  - calling name display, 270
  - cause codes, 262–269
  - numbering type/plan mismatches, 269–270
  - timer information, 271–276
- isolating root cause, 6
  - with topology information, 7–9
- locations-based CAC trace information, 628–631
- SDL traces, 60–63
- user information, 10
- verifying IP network integrity, 12–13
- Database Layer Monitor
  - troubleshooting CDR replication, 813–815
  - verifying operation, 812–813
- database replication
  - name resolution, 796–797
  - passwords, changing, 798–802
  - Publisher-Subscriber model, 793–796
  - troubleshooting with Microsoft SQL Server Enterprise Manager, 802–803
- DataBits parameter (CMI), 667
- DC Directory, 823–825
  - logon failures, troubleshooting, 827
  - reconfiguring
    - on Publisher server, 828–835
    - on Subscriber server, 835–837
- DC Directory Administrator, launching, 826
- DDIs (digit discard instructions), 486–494
  - alternate expansion of DDI acronym, 486
- debug ephone command, 713
- debug ephone detail command, 723–728
- debug ephone register command, 714–717
- debug ephone state command, 719–722
- debug vtsp tone command, 192–196
- debugs
  - enabling on Cisco IOS Software, 185–187
  - SRST call control, 719–720
- decimal values, converting to hexadecimal and binary values, 881–889
- deductive reasoning, 11–12
- default MRGL, 568
- de jitter delay, isolating source of, 393–395

## D

- data analysis, 4–5
  - case study, 14–19
  - CCM traces, 42, 50–57
  - through MGCP T1 PRI gateways, 58–60
  - CMI traces, 674–679
  - deductive reasoning, 11–12

- delay, 384. *See also* echo
    - effect on signaling, 395–396
    - isolating sources of
      - dejitter delay, 393–395
      - fixed delay, 385–389
      - variable delay, 390–395
  - delayed routing, troubleshooting, 466–469
  - Delayed Start (E&M), 850
  - deriving TCP handles of Cisco IP Phones from CCM traces, 148
  - destination-pattern parameter (dial peers), 176–179
  - developing phone services, 789
  - DEVICE\_RESET message (SCCP), 157
  - DEVICE\_RESTART message (SCCP), 157
  - device-level calling search spaces, 476–477
  - devices
    - Cisco IOS Software gateways
      - eliminating sources of echo, 421–424
      - resolving one-way/no-way audio problems, 407–410
    - Cisco IP SoftPhones, eliminating sources of echo, 428–429
  - codecs
    - CallManager selection process, 568
    - capability bits, 200
    - configuring between regions, 569
    - G.711, 855
    - G.723, 855
    - G.726, 855
    - G.729, 855
    - G.729a, 855
    - G.729ab, 855
    - G.729b, 855
    - transcoding, 565
  - echo cancellers, 384
    - operation of, 416–418
  - fax machines, 433
    - encoding schemes, 434
    - fax/modem passthrough, 437–439
    - isolating problems, 449–450
    - jitter, 446
    - negotiation, 434
    - NSF field, modifying, 453
    - packet loss, 446
    - page transmission, 434
    - passthrough, 440
    - physical layer errors, troubleshooting, 447–449
    - switching fax protocol, 454
    - T.30 transmissions, 435–437
  - media resources, 565
  - modems
    - passthrough, 439
    - physical layer errors, troubleshooting, 447–449
  - MOH fixed audio sources, verifying
    - configuration, 619–620
  - time synchronization
    - CatOS, 41
    - Cisco IOS, 40–41
  - transcoders, 571–577
    - out-of-resource conditions, 578–580
    - with conference bridge resources, 581–585
    - with MOH servers, 585
- Devices tab (RTMT), 86
- DHCP (Dynamic Host Configuration Protocol), 850
  - troubleshooting on 6608/6624 modules, 314–320
- dial peers
  - answer-address command, 182
  - call legs, 175
    - callID assignment, 199–200
    - capabilities, 200–203
    - inbound, disconnects, 204
    - tear down, 204–205
  - destination-pattern parameter, 176–179
  - inbound peer matching, 181–182
    - based on port configuration, 183
  - incoming called-number command, 181–184
  - interdigit timeout, 177–178
  - longest-match routing, 177
  - optional parameters, 179–181
  - outbound peer matching, 182–183
  - peer ID 0, characteristics, 183–184
  - POTS, 175
    - as destination, 179
    - optional parameters, 180–181
  - priority, assigning, 177
  - session-target ipv4 command, 179
  - temporary dial peers, viewing, 719
  - variable-length destination patterns, 178

- viewing configuration with CCAPI debugs, 197–200
- VoIP, 175
- Dial Plan Path service parameter
  - transformation, 501
- dialing forest traces, 538–542
  - verbose mode, 543
- dialing transformations. *See* transformations
- DialingPlan parameter (CMI), 667
- Dick Tracy, 101–104
  - acquiring, 105
  - CLI/embedded Tracy, 105
- digit analysis, 461–464
  - CCM trace results, 149
  - dialing forest traces, 538–542
    - verbose mode, 543
  - identifying potential route pattern matches within partitions, 517–521
- digital integration, Octel voice mail systems and CallManager, 693, 698–700
- digital interfaces
  - ISDN PRI signaling, 210–212
    - configuring, 213–214
  - physical layer, verifying connectivity, 208–210
  - T1 CAS, 214–218
- directories, LDAP
  - access, 820
  - integration, 820
  - schema, 819
- Directories button (Cisco IP Phones), request failures, 160–161
- directory-enabled Cisco applications, 819
- disabling ECM on fax relay, 452–453
- disconnected FXO interfaces, troubleshooting, 205
- displaying
  - e-phone-dn configuration, 718
  - SRST polling statistics, 722
- distributed CallManager architecture, gatekeeper
  - CAC, 623, 638
  - call setup, 647–651
  - CallManger registration, 645–647
  - RAS messages, 639
  - verifying configuration, 640–645
- distributed deployment model, CallManager, 27
- distribution agent, 804
- DNS name resolution in database replication, 798

- DPA voicemail gateway
  - event logging, 703
  - Octel/CallManager integration, 693, 697–703
    - MWI problems, troubleshooting, 702
    - port statuses, 700–702
    - verifying cabling, 693
- dropped calls, 551–552
  - media processing resources, 560
  - troubleshooting, 157, 561
- DSPs (digital signal processors), codec complexity, 171
- DT-24+/DE-30+ gateways, eliminating sources of echo, 424–427
- DTMF (Dual-Tone MultiFrequency) tones, importance to voice mail systems, 661–662
- DTMF packages (MGCP), 231–232
  - trunk packages, 236–237
- DTMF relay (H.245), 303–307
- Dynamic Host Configuration Protocol. *See* DHCP

## E

- E&M Delayed Start, 850
- echo
  - eliminating sources of, 418–429
    - perception of as problem, 414–416
    - sources of, isolating, 411
      - acoustic echo, 412
      - electrical echo, 411–412
  - echo cancellers, 384
    - operation, 416–418
  - ECM (error control mode), disabling on fax relay, 452–453
  - EIA/TIA web site, 849
  - EIGRP (Enhanced Interior Gateway Routing Protocol), 850
  - electrical echo, isolating, 411–412
  - eliminating
    - possible causes using deductive reasoning, 11–12
    - sources of echo, 418–429
  - embedded LDAP directory, 823–825
    - logon failures, troubleshooting, 827
    - reconfiguring
      - on Publisher server, 828–835
      - on Subscriber server, 835–837

embedded Tracy tool, 105  
 empty capabilities set, 565  
 enabling
 

- debugs on Cisco IOS Software, 185–187
- fax relay debugs, 455–456
- H.323 Fast Connect, 396

 encoding schemes, fax machines, 434  
 endpoint directory access, 821–823  
 endpoint identifiers (MGCP), 219  
 endpoints
 

- nonsurvivable, 557
  - CTI/TAPI endpoints, 559
  - H.323 gateways, 558–559
  - Skinny gateways, 557
- survivable, 552
  - IP Phones, 552–553
  - MGCP gateways, 553–557

 end-to-end delay, ITU-T specifications, 384  
 Enhanced Interior Gateway Routing Protocol (EIGRP), 850  
 Enhanced Q.931 Translator, 98–100  
 Enterprise Manager, troubleshooting database
 

- replication errors, 802–804

 ephone-dn configuration, viewing, 718  
 Epoch time, 90–91  
 ER (Emergency Responder), 478  
 ERL (echo return loss), 417  
 ERLE (echo return loss enhancement), 417  
 error codes, Extension Mobility (CallManager 3.3), 777–779  
 error messages, SMDI, 666  
 event-specific calling search spaces, 478  
 “exceeds maximum parties” error messages, 597  
 extension mobility, 756–758
 

- CallManager 3.1/3.2, 756–772
  - login/logout process, 763–765
- CallManager 3.3, 772–773
  - error codes, 777–779
  - login/logout process, 774–777

 configuring, 758–763  
 resolving common problems, 765–772

## F

failback behavior in Cisco IP Phones, 156  
 failed conferences, troubleshooting, 592–597  
 failover
 

- behavior in Cisco IP Phones, 155
- troubleshooting, 158–160

 Fast Connect, enabling, 396  
 Fax Group 3, 433  
 fax interface-type command, 454  
 fax machines, 433
 

- encoding schemes, 434
- isolating problems, 449–450
- jitter, 446
- negotiation, 434
- NSF field, modifying, 453
- packet loss, 446
- page transmission speed, 434
- physical layer errors on digital interfaces, 447–449
- switching fax protocol, 454
- T.30 transmissions, 435–437

 fax nsf command, 453  
 fax preamble, 440  
 fax rate command, 451  
 fax relay, 444–445
 

- adjusting data rate, 451–452
- debugs, enabling, 455–456
- ECM, disabling, 452–453
- switching to fax passthrough, 450
- T.38, 445–446
- troubleshooting, 450

 fax/modem passthrough, 437, 440
 

- NSE, 439
- NTE, 438
- troubleshooting, 450
- verifying configuration, 441–444

 fax-relay ecm disable command, 452  
 features of CallManager
 

- call hold, 522–529
- call park, 531–533
- call pickup, 533–538
- call transfer, 529–531

 fields of CCM traces, 44–46  
 filtering CCM trace results, 49–50  
 firewalls, resolving one-way/no-way audio problems, 410

- firmware, Cisco IP Phones, 165
- fixed delay, 384
  - coder delay, isolating, 386
  - effect on signaling, 395–396
  - packetization delay, isolating, 386–387
  - propagation delay, isolating, 389
  - serialization delay, isolating, 387–389
  - sources of, isolating, 385
- formatting
  - called/calling party numbers with transformations, 501–506
  - called/calling party transformations with masks, 495–496
    - cumulative effect of changes, 497–499
    - order of application, 496–497
- forwarding in SRST mode, 731
- frame-clock-select command, 210
- FXO interface
  - disconnects, 205
  - supervisory disconnect tone, 207
- FXO/FXS signaling on MGCP gateways, 249–256
- FXS (Foreign Exchange Station) gateways, applying restrictive calling search spaces, 547–548

## G

- G.711 codecs, 855
  - fax passthrough, 437
- G.723 codecs, 855
- G.726 codecs, 855
- G.729 codecs, 855
- G.729a codecs, 855
- G.729ab codecs, 855
- G.729b codecs, 855
- garbled audio, sources of
  - packet drops, 397–400
  - queuing delay, 401
  - VAD, 402–404
- gatekeeper CAC, 638
  - call setup, 647–651
  - CallManager registration, 645–647
  - RAS messages, 639
  - verifying configuration, 640–645

- gateways, Cisco IOS MGCP
  - FXO/FXS signaling, 249–256
  - PRI backhaul, 256–258
  - reading ISDN traces, 258–276
  - T1 CAS, 276–281
  - verifying registration status, 240–249
- gathering data, 4
  - analyzing collected data
    - case study, 18–19
    - CCM traces, 42, 50–60
    - CMI traces, 674–679
    - deductive reasoning, 11–12
    - ISDN traces, 258–262
  - case study, 14–18
  - earliest occurrence of problem, referencing
    - device-based time, 10–11
  - isolating root cause, 6–9
  - user information, 10
  - verifying IP network integrity, 12–13
- generic media packages (MGCP), 231
- Group 3 fax devices, 433
- group pickup, 533–538
- GSM (Global System for Mobile Communications)
  - codecs, 855

## H

- H.225 signaling, 283, 850
  - call flow, 288–294
  - call setup messages, 283–284
- H.245, 851
  - call signaling, 295
    - DTMF relay, 303–307
    - logical channel signaling, 300–303
    - maser/slave determination, 296
    - terminal capabilities exchange, 297–300
- H.323, 281, 851
  - gatekeepers, 638
  - H..225 signaling
    - call flow, 288–294
  - H..245 signaling, 295
    - DTMF relay, 303–307
    - logical channel signaling, 300–303
    - master/slave determination, 296
    - terminal capabilities exchange, 297–300

- H.225 signaling, 283
  - call setup messages, 283–284
  - IEs, 284–287
  - nonsurvivable endpoints, 558–559
  - null capabilities set, 565
  - versus MG CP, 281
- H.323 Fast Connect, enabling, 396
- handset emulation packages (MGCP), 235–236
- hardware conferencing
  - “No Conference Bridge Available” messages, 587–591
  - Catalyst 4000 AGM, 587
- held calls, 522–525
- held party, 602
- hexadecimal conversion table, 881–889
- high complexity calls, 171
- high-compression codecs, 437
  - fax relay, 444–445
  - T.38, 445–446
- holding party, 602
- hub-and-spoke topology, locations-based CAC, 624
  - AAR, troubleshooting, 637
  - analyzing trace information, 628–631
  - bandwidth requirements, 624–626
  - call preservation, 636–637
  - CCM traces, enabling, 626
  - conference bandwidth reservations, 633–635
  - configuring, 627–631
  - detecting bandwidth leaks, 635–636
  - location identifier assignments, 628
  - MOH bandwidth reservations, 631–633
  - regions, 627
- HyperTerminal, troubleshooting CMI problems, 679–682
- inbound call legs, 175
- incoming called-number command, dial peer configuration, 182–184
- initiating transactional replication, 804
- inline power problems (Cisco IP Phones), troubleshooting unregistered Skinny clients, 114–117
- InputDnSignificantDigits parameter (CMI), 668
- inside dial tone, 465
- installation of Cisco Customer Directory Configuration plugin, troubleshooting, 839–843
- intercluster trunks, 311
  - codec mismatches, 312
- interdigit timeout, adjusting, 466–467
- international numbers, preventing unauthorized access, 545
- Intl TollBypass DDI, 488
- Intl TollBypass Trailing-# DDI, 488
- investigating sources of delay, 385
  - fixed delay, 385
    - coder delay, 386
    - packetization delay, 386–387
    - propagation delay, 389
    - serialization delay, 387–389
  - variable delay
    - dejitter delay, 393–395
    - low-speed links, 391–393
    - queuing delay, 390–391
- IP addressing
  - SRST, DHCP support, 732
  - resolving one-way/no-way audio problems, 405–406
  - verifying IP Phone configuration, 118–121
- IP IVR traces, collecting, 748–752
- IP Phones
  - auto-registration, controlling, 545–546
  - call forward fields, 479
    - CFA, 480–485
    - CFB, 480
    - CFF, 485–486
    - CFNA, 479–480
  - directory access, 820
- i button (Cisco IP Phones), logging call statistics, 165
- identifying root cause of problems, 6–9
- IEEE (Institute of Electrical and Electronic Engineers) web site, 849
- IEs (information elements), 284–287
- Immediate Start (E&M), 850

- extension mobility, 756–758
  - configuring, 758–763
  - login/logout process, 763–765
  - resolving common problems, 765–768, 772
- Skinny client registration
  - troubleshooting inline power, 114–117
  - troubleshooting network connectivity, 117–127
  - verifying, 133
- IP Telephony infrastructure, call processing, 24
  - centralized deployment model, 26
  - distributed deployment model, 27
  - multiple-site deployment model, 25
  - single-site deployment model, 24
- IP/VC products, 789
- iPlanet (Netscape), LDAP integration, 844
- IPV MSApp (Cisco IP Voice Media Streaming Application), software conferencing, 586
- ISDN (Integrated Services Digital Network)
  - Anlagenanschluss, 213
  - PRI signaling, 210–212
    - configuring on Cisco IOS voice gateways, 213–214
  - traces, reading from MGCP gateways, 258–276
- isolating
  - fax problems, 449–450
  - root cause of problems, 6
    - case study, 16
    - with topology information, 7–9
  - sources of echo, 411
    - acoustic echo, 412
    - electrical echo, 411–412
  - sources of fixed delay, 385
    - coder delay, 386
    - packetization delay, 386–387
    - propagation delay, 389
    - serialization delay, 387–389
  - sources of variable delay
    - de jitter delay, 393–395
    - low-speed links, 391–393
    - queuing delay, 390–391
  - voice quality problems
    - packet drops, 397–400
    - queuing delay, 401
    - VAD, 402–404

- ITS (IOS Telephony Services), 707
- ITU-T
  - H.225 specification, 651
  - Recommendation G.114, delay specifications, 384
  - web site, 849
- IVR (Integrated Voice Response) scripts, 737

---

## J

- jitter
  - effect on fax machines and modems, 446
  - isolating source of, 391–392
- JTAPI (Java Telephony Application Programming Interface), 852
  - verifying CRA engine status, 745–748

---

## K-L

- KeepAliveDn parameter (CMI), 668
- LDAP (Lightweight Directory Access Protocol), 852
  - Active Directory integration, 837–839
  - corporate directory access, 821–823
  - Customer Directory Configuration plugin, troubleshooting, 839–844
  - directories, 819
    - configuring, 741–743
    - verifying configuration, 745
  - directory integration versus directory access, 820
  - embedded directories, 823–825
    - login failures, troubleshooting, 827
    - reconfiguring on Publisher server, 828–835
    - reconfiguring on Subscriber server, 835–837
  - iPlanet integration, 844
- LFI (link fragmentation and interleaving), 391
- line packages (MGCP), 234–235
- line-level calling search spaces, 476–477
- listener echo, isolating sources of, 412–413
- live audio sources, troubleshooting, 619–620
- LMHOSTS file, name resolution, 796–797
- local area code versus area code, 510



local calls, delayed routing, 466–469

locating alarm definitions, 93–94

locations-based CAC, 623–624

- bandwidth requirements, 624–626
- call preservation, 636–637
- CCM traces, enabling, 626
- conference bandwidth reservations, 633–635
- configuring, 627–631
- detecting bandwidth leaks, 635–636
- location identifier assignments, 628
- MOH bandwidth reservations, 631–633
- regions, 627
- trace information, analyzing, 628–631

log reader agent, 804

logging call statistics on Cisco IP Phones, 166

logical channel signaling (H.245), 300–303

login/logout process

- Extension Manager (CallManager 3.3), 774–777
- extension mobility, 763–765

low-speed links, isolating delay source, 391–393

## M

manual time synchronization, configuring on

- CallManager servers, 40

masks, 495–496

master/replica relationship in clusters, 823

master/slave determination in H.245 call signaling, 296

MatchingCgpnWithAttendantFlag service parameter transformation, 500

MCM (Multimedia Conference Manager), 638

media processing resources, 560

media resource group lists (MRGLs), 566, 602

media resource groups (MRGs), 566, 602

media resources, 565

- selecting, 567

medium complexity calls, 171

Meet-Me conferences, 565

- locations-based CAC bandwidth reservations, 633–635

Message Waiting Indicator On/Off Messages (SMDI), 665

MessageDeskNumber parameter (CMD), 668

messages

- “CM Down, Features Disabled,”
  - troubleshooting, 158
- in H.225 call setup, 283–284
- IP Phone status, verifying registration, 133–135
- SCCP, 140, 144–147
  - in CCM traces, 148–154
- Skinny client registration process, 127–132
- SMDI, 664–666
- T.30, 435–437
- “Temporary Failure,” troubleshooting dropped calls, 561–562

messaging. *See* voice mail systems

methodology for resolving call routing problems, 515–516

- reading CCM traces, 516–521

MF packages (MGCP), 232–233

MF trunk packages (MGCP), 237–238

MGCP (Media Gateway Control Protocol), 852

- commands, 219–221
- endpoint identifiers, 218–219
- packages, 229–230
  - DTFM package, 231–232
  - DTMF trunk package, 236–237
  - generic media package, 231
  - handset emulation package, 235–236
  - line package, 234–235
  - MF package, 232–233
  - MF trunk package, 237–238
  - RTP package, 236
  - trunk package, 233
- parameter lines, 221–229
- response codes, 239–240
- response headers, 238
- See also* Cisco IOS MGCP gateways

MGCP gateways, survivable endpoints, 553–557

MGCP T1 PRI gateways, tracing calls, 58–60

Microsoft AD (Active Directory)

- Customer Directory Configuration plugin,
  - troubleshooting, 839–844
- LDAP integration, 837–839

Microsoft Event Viewer, 91

- alarm definitions, 92–93

- Microsoft PerfMon, 68
  - alerts, 75
  - counter logging, 71–75
  - versus RTMT, 68–69
  - viewing real-time statistics, 69–71
- Microsoft SQL Server Enterprise Manager, 802–803
  - Replication Monitor
    - correcting replication errors, 804–806
    - reestablishing broken replication
      - subscription, 807–809
    - reinitializing subscriptions, 809
- misconfigured 6608 T1/E1 modules,
  - troubleshooting, 326–337
- MIVR traces, capturing, 748–752
- models of Cisco 2600 series routers, 171–172
- modems
  - jitter, 446
  - packet loss, 446
  - passthrough, 437
    - ANS, 439
    - NSE, 439
    - NTE, 438
  - verifying configuration, 441–444
  - physical layer errors, troubleshooting, 447–449
- modules
  - 6608 T1/E1
    - advanced troubleshooting, 344–359
    - configuring, 325–337
    - D-channel establishment, 337, 340–343
    - T1 CAS, troubleshooting, 359–367
  - 6608/6624 voice gateways
    - DHCP, troubleshooting, 314–320
    - powering up, 313–314
    - registration, troubleshooting, 324–325
    - TFTP, troubleshooting, 320–324
  - 6624 Port FXS Analog Interface Module,
    - configuring, 367–379
- MOH (Music On Hold). *See also* TOH
  - audio sources, 601–603
    - multicast versus unicast, 615–616
    - selecting recording input, 620
  - Audio Translator, troubleshooting, 618
  - CAC bandwidth reservations, 631–633
  - performance counters, 915–918
    - troubleshooting, 611–615
      - CCM trace files, 608–611
      - performance counters, 605–607
- MOHAudioSourcesActive counter
  - (CallManager 3.3), 604
- MOHConnectionsLost counter
  - (CallManager 3.3), 606
- MOHConnectionState counter
  - (CallManager 3.3), 604
- MOHHighestActiveResources counter
  - (CallManager 3.3), 607
- MOHMulticastResourceActive counter
  - (CallManager 3.3), 606
- MOHMulticastResourceAvailable counter
  - (CallManager 3.3), 607
- MOHOutOfResources counter
  - (CallManager 3.3), 607
- MOHStreamsActive counter (CallManager 3.3), 605
- MOHStreamsAvailable counter
  - (CallManager 3.3), 605
- MOHStreamsTotal counter (CallManager 3.3), 606
- MOHTotalMulticastResources counter
  - (CallManager 3.3), 606
- MOHTotalUnicastResources counter
  - (CallManager 3.3), 606
- MOHUnicastResourceActive counter
  - (CallManager 3.3), 606
- MOHUnicastResourceAvailable counter
  - (CallManager 3.3), 607
- MRGLs (media resource group lists), 566, 602
- MRGs (media resource groups), 566, 602
- MTPs (media termination points), null capabilities
  - set, 565
- multicast audio sources (MOH), troubleshooting,
  - 615–616
- multiple-site deployment model (CallManager), 25
- MWIs (Message Waiting Indicators), 709
  - configuration parameters, 682–685
  - toggling on/off, 659, 661
    - VG248 platform, troubleshooting, 690–692
- MwiSearchSpace parameter (CMI), 668

## N

- name resolution
  - LMHOSTS file, 796–797
  - NetBIOS in database replication, 796–798
- NANP (North American Numbering Plan)
  - call routing information, 857–879
  - route filters, 506–510
    - multiple clauses, 512
  - tags, 507
- NAT (Network Address Translation), resolving
  - one-way/no-way audio problems, 410
- negotiation process, fax machines, 434
- NetBIOS name resolution in database replication, 796–798
- Netscape iPlanet, LDAP integration, 844
- network diagrams, required information, 7–9
- network hold MOH audio source, 601
- network integrity, verifying, 12–13
- network settings, Cisco 79xx IP Phones, 123–126
- Network Time Protocol. *See* NTP
- “No Conference Bridge Available,” troubleshooting, 587–591
- NoDigits DDI, 488
- nonproduction hours, troubleshooting
  - methodologies, 5–6
- nonsurvivable endpoints, 557
  - CTI/TAPI endpoints, 559
  - H.323 gateways, 558–559
  - Skinnny gateways, 557
- no-way audio, isolating sources of
  - Cisco IOS Software gateways, 408–410
  - firewalls, 410
  - IP connectivity, 405–406
  - NAT, 410
  - PAT, 410
- NSE (Named Service Event), 439
- NSF (Nonstandard Facilities) field, modifying, 453
- NTE (Named Telephony Event), 438
- NTP (Network Time Protocol), 852
  - time synchronization, 39
    - on CatOS devices, 41
    - on Cisco IOS devices, 40–41
- null capabilities set, 565

numbering plans

- NANP, call routing information, 857–879
- route filters, 506–507
  - multiple clauses, 512
- NANP tags, 508–510

## O

---

object counters

- Cisco analog access, 892
- Cisco CallManager, 893–898
- Cisco CallManager Attendant Console, 898–900
- Cisco CallManager System Performance, 900–902
- Cisco CIT Manager, 903
- Cisco Gatekeeper, 904
- Cisco H.323, 904
- Cisco HW Conference Bridge Device, 905
- Cisco Lines, 905
- Cisco Locations, 906
- Cisco Media Streaming App, 906–909
- Cisco Media Termination Point, 909–910
- Cisco Messaging Interface, 910–911
- Cisco MGCP FXO Device, 911
- Cisco MGCP FXS Device, 912
- Cisco MGCP Gateways, 912
- Cisco MGCP PRI Device, 913–914
- Cisco MGCP T1 CAS Device, 914–915
- Cisco MOH Device, 915–918
- Cisco MTP Device, 916
- Cisco Phones, 918
- Cisco SW Conference Bridge Device, 918–920
- Cisco TFTP, 920–923
- Cisco Transcoder Device, 923
- logging on PerfMon, 71–75
- Windows 2000, 924–925

obtaining

- Dick Tracy tool, 105
- Enhanced Q.931 Translator, 100

Octel voice mail systems, CallManager integration, 693, 698–700

OffHookMessage message, SCCP call processing, 144

one-way audio, isolating sources of  
 Cisco IOS Software gateways, 408–410  
 firewalls, 410  
 IP connectivity, 405–406  
 NAT, 410  
 PAT, 410  
 open trees, 673  
 operating systems, Windows 2000  
 CCEmail, 76–81  
 performance counters, 924–925  
 operation of echo cancellers, 416–418  
 optional dial peer parameters, 179–181  
 OSI reference model, verifying connectivity at every  
 layer, 12–13  
 OSPF (Open Shortest Path First), 852  
 outbound call legs, 175  
 out-of-resource conditions, 578–580  
 OutputDnFor parameter (CMI), 668  
 OutputExternalFormat parameter (CMI), 669  
 OverlapReceivingForPriFlag service parameter  
 transformation, 501  
 overwriting transformations, 499

## P

packages (MGCP), 229–230  
 DTMF, 231–232  
 DTMF trunkRTP, 236–237  
 generic media, 231  
 handset emulation, 235–236  
 line, 234–235  
 MF, 232–233  
 MF trunkRTP, 237–238  
 RTP, 236  
 trunk, 233  
 packet drops  
 as source of voice quality degradation, 397–400  
 effect on fax machines and modems, 446  
 packet-capture software, 106  
 packetization delay, isolating, 386–387  
 page transmission speed, 434  
 parameter lines (MGCP), 221–229  
 Parity parameter (CMI), 669  
 parked calls, 531  
 troubleshooting, 532–533

partitions, 469–470. *See also* calling search spaces  
 calling search spaces, AAR, 637  
 identifying potential route pattern matches,  
 517–519  
 pattern-matching rules, 474–475  
 passwords, configuring on cluster nodes, 798–802  
 PAT, resolving one-way/no-way audio  
 problems, 410  
 pattern matching. *See also* calling search spaces  
 blocked calls, 473  
 closest-match routing, 461–464  
 delayed routing, troubleshooting, 466–469  
 multiple partitions within a calling search space,  
 474–475  
 variable-length, 178–179  
 wildcards, 460–461  
 PBXs (private branch exchanges), troubleshooting  
 calling name display problems, , 270  
 perception of echo as problematic, 414–416  
 PerfMon, 68. *See also* CCEmail  
 alerts, 75  
 counter logging, 71–75  
 versus RTMT, 68–69  
 viewing real-time statistics, 69–71  
 performance counters  
 Cisco analog access, 892  
 Cisco CallManager, 893–898  
 Cisco CallManager Attendant Console,  
 898–900  
 Cisco CallManager System Performance,  
 900–902  
 Cisco CIT Manager, 903  
 Cisco Gatekeeper, 904  
 Cisco H.323, 904  
 Cisco HW Conference Bridge Device, 905  
 Cisco Lines, 905  
 Cisco Locations, 906  
 Cisco Media Streaming App, 906–909  
 Cisco Media Termination Point, 909–910  
 Cisco Messaging Interface, 910–911  
 Cisco MGCP FXO Device, 911  
 Cisco MGCP FXS Device, 912  
 Cisco MGCP Gateways, 912  
 Cisco MGCP PRI Device, 913–914  
 Cisco MGCP T1 CAS Device, 914–915  
 Cisco MOH Device, 915–918  
 Cisco MTP Device, 916

- Cisco Phones, 918
- Cisco SW Conference Bridge Device, 918–920
- Cisco TFTP, 920–923
- Cisco Transcoder Device, 923
  - logging on PerfMon, 71–75
  - MOH, monitoring, 605–607
  - Windows 2000, 924–925
- Performance tab (RTMT), 86
- phone registration, SRST, 712–717
- phone services, 789
- physical layer
  - connectivity, verifying on digital interfaces, 208–210
  - troubleshooting fax/modem errors, 447–449
- pinpointing earliest occurrence of problems, 10
  - referencing device-based time, 11
- plain-text protocols, 218
- PLAR (Private Line Automatic Ringdown),
  - controlling IP phone auto-registration, 545–546
- plugins, Cisco Customer Directory Configuration,
  - troubleshooting installation, 839–843
- polling statistics (SRST), viewing, 722
- POTS dial peers, 175
  - variable-length pattern matching, 179
- power denial, 206
- powering 6608/6624 voice gateway modules, 313–314
- PreAt 10-10-Dialing DDI, 489
- PreAt 10-10-Dialing Trailing-# DDI, 489
- PreAt 11/10D->7D DDI, 490
- PreAt 11/10D->7D Trailing-# DDI, 490
- PreAt 11D->10D DDI, 491
- PreAt 11D->10D Trailing-# DDI, 491
- PreAt DDI, 489
- PreAt Intl TollBypass DDI, 492
- PreAt Intl TollBypass Trailing-# DDI, 492
- PreAt Trailing-# DDI, 489
- PreDot 10-10-Dialing DDI, 493
- PreDot 10-10-Dialing Trailing-# DDI, 493
- PreDot 11/10D->7D DDI, 493
- PreDot 11/10D->7D Trailing-# DDI, 493
- PreDot 11D->10D DDI, 494
- PreDot 11D->10D Trailing-# DDI, 494
- PreDot DDI, 487, 492
- PreDot Intl TollBypass DDI, 494

- PreDot Intl TollBypass Trailing-# DDI, 495
- PreDot IntlAccess IntlDirectDial DDI, 494
- PreDot Trailing-# DDI, 493
- preventing
  - service-affecting problems, 5–6
  - toll fraud, 544–549
- PRI backhaul on MGCP gateways, 256–258
- primary CallManager, 154
- processing delay, isolating, 386
- production hours, troubleshooting
  - methodologies, 5–6
- progress tones, 307
- propagation delay, isolating, 389
- Publisher server
  - DC, reconfiguring, 828–835
  - Replication Monitor
    - correcting replication errors, 804–806
    - reestablishing broken replication subscription, 807–809
    - reinitializing subscriptions, 809
- Publisher-Subscriber model
  - database replication, 793–796
  - name resolution
    - LMHOSTS file, 796–797
    - NetBIOS, 796–798
    - Subscriber server, configuring CDR replication, 810–812

## Q

- Q.850, 852
- Q.921, 853
- Q.931 Translator, 95–97. *See also* Enhanced Q.931 Translator
- queuing delay
  - as source of voice quality degradation, 401
  - isolating source of, 390–391

## R

- RAS (Registration, Admission, and Status)
  - messages, 639, 853
- reading traces
  - CCM traces, 42, 50–57
    - through MGCP T1 PRI gateways, 58–60
  - CMI traces, 674–679
  - ISDN traces from MGCP gateways, 258–262
    - calling name display, 270
    - cause codes, 262–269
    - numbering type/plan mismatches, 269–270
    - timer information, 271–276
  - SDL traces, 60–63
- Real-Time Monitoring Tool, monitoring MOH
  - performance counters, 605–607
- real-time statistics, viewing with PerfMon, 69–71
- reconfiguring DC
  - on Publisher server, 828–835
  - on Subscriber server, 835–837
- recording input of live audio sources, selecting, 620
- redirecting calls, group pickup, 533–538
- reestablishing broken replication subscription, 807–809
- regions, 571
  - codec configuration, 568–569
  - codec matrix, 571–577
  - configuring for locations-based CAC, 627
- registration (Skinny clients)
  - 608/6624 modules, 324–325
  - checking phone status display, 133
  - inline power, troubleshooting, 114–117
  - messages, 127–132
  - network connectivity, 117, 120–127
    - configuration files, 121–127
    - IP addressing, 118–121
    - VLAN configuration, 118
  - verifying with IP Phone status messages, 133–135
- reinitializing subscriptions, 809
- remote access tools
  - VNC, 108
  - Windows Terminal Services, 107
- replication
  - correcting with replication agents, 804–806
  - name resolution, 796–797
  - of CDRs
    - configuring, 810–812
    - troubleshooting, 813–815
  - passwords, configuring on cluster nodes, 798–802
  - Publisher-Subscriber model, 793–796
  - reestablishing broken subscription, 807–809
  - troubleshooting with Microsoft SQL Server Enterprise Manager, 802–803
- Replication Monitor
  - reestablishing broken replication subscription, 807–809
  - reinitializing subscriptions, 809
  - troubleshooting replication errors, 804–806
- resetting
  - Cisco IP Phones, 156
  - NSF field, 453
- resolving call routing problems, 515–516
  - reading CCM traces, 516–521
- response codes, 239–240
- response headers, 238
- restarting Cisco IP Phones, 156
- restrictions of SRST, 708
- ringback, troubleshooting absence of, 307
  - during call transfer, 309
  - on IP phones calling PSTN, 308
  - on PSTN phones calling IP phones, 309
- RIP (Routing Information Protocol), 853
- robbed-bit signaling, 214
- rollover cables, 679
- route filters, 506–507
  - multiple clauses, 512
  - NANP tags, 508–510
- route patterns. *See also* translation patterns
  - closest-match routing, 461–464
  - pattern-matching, delayed routing, 466–469
  - urgent priority, 502
  - wildcards, 460–461
- Route Plan Report, viewing in Cisco CallManager Administration, 466
- RouteFilter parameter (CMI), 669

- routers, voice gateway functionality
  - Cisco 2600 series, 171–172
  - Cisco 3600 series, 172
  - Cisco 3700 series, 173
- routing calls to voice mail (SRST), 731
- RSVP (Resource Reservation Protocol), 853
- RTMT (Real-Time Monitoring Tool), 85
  - CTI Apps tab, 88
  - Devices tab, 86
  - Performance tab, 86
  - verifying Skinny client registration, 135–137
- RTP (Real-Time Protocol), 853
  - dropped calls, 551–552
  - packages (MGCP), 236
- RUDP (Reliable User Datagram Protocol), 853

## S

---

- sa (system administrator) user account, changing password, 802
- sample CCM trace, 51
- SCCP (Skinny Client Control Protocol), 139
  - messages
    - analyzing in CCM traces, 148–154
    - call processing, 140, 144–148
    - DEVICE\_RESET, 157
    - DEVICE\_RESTART, 157
  - Skinny client registration, 127–135
    - 608/6624 modules, 324–325
    - checking phone status display, 133
    - configuration files, 121–127
    - inline power, troubleshooting, 114–117
    - IP addressing, 118–121
    - messages, 127–132
    - network connectivity, troubleshooting, 117, 120–127
    - verifying with RTMT, 135–137
    - verifying with status messages, 133–135
- scheduled outages, preventing service-affecting problems, 5–6
- SDI traces, reading, 42, 50–57
- SDKs, Cisco IP Phone Services, 822
- SDL traces
  - configuring, 63–67
  - reading, 60–63
  - troubleshooting held calls, 527–529
- secondary CallManager, 154
- selecting
  - appropriate troubleshooting tools, 13
  - MRGLs, 567
  - recording input for live audio sources, 620
- serialization delay, isolating, 387–389
- SerialPort parameter (CMI), 669
- Service Activation, configuring on CallManager
  - Serviceability, 84
- service parameters
  - CMI, 667–671, 674
  - transformations, 500–501
  - VG248, 686–690
- service-affecting problems, preventing, 5–6
- services button (Cisco IP Phones), request failures, 160–161
- SGCP (Skinny Gateway Control Protocol), 853
- shared lines, calling search spaces, 477
- show call active voice brief command, 449
- show call active voice command, 191, 404
- show ephone command, 720
- show gatekeeper calls command, 649
- show gatekeeper endpoints command, 645
- show gatekeeper zone status command, 649
- show voice port summary command, 188–189
- signaling
  - H.225, 283–284
  - problem isolation, 18
- silence suppression. *See* VAD
- single-site deployment model (CallManager), 24
- Skinny Client Control Protocol. *See* SCCP
- Skinny clients, registration
  - 608/6624 modules, 324–325
  - checking phone status display, 133
  - configuration files, 121–127
  - inline power, troubleshooting, 114–117
  - IP addressing, 118–121
  - messages, 127–132
  - network connectivity, troubleshooting, 117, 120–127
  - verifying with RTMT, 135–137
  - verifying with status messages, 133–135
- Skinny gateways, nonsurvivable endpoints, 557

- SMDI (Simple Message Desk Interface), 854
  - CallManager integration, 662–666
  - messages, 664–666
  - MWI, configuration parameters, 682–685
  - VG248 SMDI integration, 686
    - configuration parameters, 686–690
    - MWI problems, troubleshooting, 690–692
- snapshot agent, 804
- sniffer traces, 106
- soft keys, 147
  - events, 522–523
- software conferencing
  - “No Conference Bridge Available” messages,
    - troubleshooting, 587–591
  - IPV MSApp, 586
- sources of delay, investigating
  - fixed delay, 385
    - coder delay, 386
    - packetization delay, 386–387
    - propagation delay, 389
    - serialization delay, 387–389
  - variable delay
    - dejitter delay, 393–395
    - low-speed links, 391–393
    - queuing delay, 390–391
- sources of echo
  - eliminating, 418–429
  - isolating, 411
    - acoustic echo, 412
    - electrical echo, 411–412
- SQL servers
  - database replication
    - changing passwords, 798–802
    - name resolution, 796–798
  - Microsoft SQL Server Enterprise Manager, 802–803
  - Publisher-Subscriber model, 793–796
- SRST (Survivable Remote Site Telephony), 562
  - call control, debugging, 719–720
  - call transfer, debugging, 729–730
  - configuring, 709–712
  - CoR, 708
  - DHCP support, 732
  - ephone-dn configuration, viewing, 718
  - forwarding calls, 731
  - phone registration, 712–717
  - polling, 722
    - restrictions, 708
    - routing calls to voice mail system, 731
    - transfer patterns, configuring, 730
- SsapiKeepAliveInterval parameter (CMI), 669
- standards
  - ITU-T H.225 specification, 651
- standby CallManager, 154
- StationActivateCallPlane message, SCCP call
  - processing, 144
- StationAlarmMessage, 129
  - field definitions, 158–160
- StationCallInfo message, SCCP call processing, 145
- StationCallState message, SCCP call
  - processing, 145
- StationClearNotify message, SCCP call
  - processing, 146
- StationClearPromptStatus message, SCCP call
  - processing, 146
- StationCloseReceiveChannel message, SCCP call
  - processing, 146
- StationConnectionStatisticsRequest message, SCCP
  - call processing, 146
- StationConnectionStatisticsResponse message,
  - SCCP call processing, 147
- StationDisplayNotify message, SCCP call
  - processing, 145
- StationDisplayPromptStatus message, SCCP call
  - processing, 144
- StationKeepAliveAck messages, 129
- StationKeepAliveMsg, 129
- StationKeypadButtonMessage message, SCCP call
  - processing, 144
- StationOpenReceiveChannel message, SCCP call
  - processing, 146
- StationOpenReceiveChannelAck message, SCCP
  - call processing, 146
- StationOutputDisplayText message, SCCP call
  - processing, 144
- StationRegisterAck messages, 129
- StationRegisterMessage, 129
- StationRegisterReject messages, 129
- StationSelectSoftKeys message, SCCP call
  - processing, 144
- StationSetLamp message, SCCP call
  - processing, 144
- StationSetRinger message, SCCP call
  - processing, 145



- StationSetSpeakerMode message, SCCP call
  - processing, 146
- StationSoftKeyEventMessage message, SCCP call
  - processing, 147
- StationStartMediaTransmission message, SCCP call
  - processing, 146
- StationStartTone message, SCCP call
  - processing, 144
- StationStopMediaTransmission message, SCCP call
  - processing, 146
- StationStopTone message, SCCP call
  - processing, 146
- status messages (IP Phones), verifying Skinny client registration, 133–135
- StopBits parameter (CMI), 669
- StripPoundCalledPartyFlag service parameter
  - transformation, 501
- Subscriber server, 794
  - CDR replication, configuring, 810–812
  - DC, reconfiguring, 835–837
- subscriptions, reinitializing, 809
- substrings, 507
  - tags, 507–510
- supervisory disconnect tone, 207–208
- survivable endpoints, 552
  - dropped calls, troubleshooting, 561–562
  - IP Phones, 552–553
  - MGCP gateways, 553–557
- switching, fax protocol, 454

## T

---

- T.30 fax transmissions, 435–437, 854
- T.38 fax relay, 445–446, 854
- T1 CAS (Channel Associated Signaling),
  - troubleshooting
    - on 6608 module, 359–367
    - on Cisco IOS voice gateways, 214–218
    - on MGCP-enabled ports, 276–281
- tags, 507–510
- tail circuits, 416
- talker echo, isolating sources of, 412–413
- TAPI (Telephony Application Programming Interface), 854
- TCP (Transmission Control Protocol), 854
  - backhauling, 554
  - failback, 156
  - failover, 155
- TCP handle, 52
- TDM interfaces
  - ISDN PRI, 210–212
    - configuring on Cisco IOS voice gateways, 213–214
    - on Cisco IOS voice gateways, 187
    - debug commands, 192–205
    - show commands, 187–192
- Telcordia web site, 849
- temporary dial peers, viewing, 719
- Temporary Failure messages (IP Phones), 561–562
- terminal capabilities exchange in H.245 call signaling, 297–300
- terminal emulation, troubleshooting HyperTerminal
  - CMI problems, 679–682
- Terminal Services, 107
- TFTP (Trivial File Transfer Protocol), 854
  - configuration files, 154
  - troubleshooting on 6608/6624 modules, 320–324
- third-party voice mail systems, applying restrictive calling search spaces, 547–548
- time synchronization, 38
  - on CallManager servers, 39–40
  - on CatOS devices, 41
  - on Cisco IOS devices, 40–41
- timestamps
  - configuring, 185
  - on CDRs, 90–91
- tooggling MWI on/off, 659, 661
- TOH (tone on hold), 602
  - investigating instances of, 617
- toll fraud, preventing, 544–549
- topologies, required documentation, 9
- traces. *See also* CDRs
  - CCM
    - analyzing SCCP messages, 148–154
    - call state field values, 525
    - configuring for CallManager serviceability, 42–50
    - digit analysis results, 149
    - fields, 44–46
    - reading, 42, 50–57

- reviewing for call routing problems, 516–521
    - through MGCP T1 PRI gateways, 58–60
  - CMI, reading, 674–679
  - configuring
    - for locations-based CAC, 626
    - for CallManager Serviceability, 83
  - dialing forests, 538–542
    - verbose mode, 543
  - IP IVR/AA, capturing, 748–752
  - ISDN, analyzing, 258–276
  - MOH, troubleshooting, 608–611
  - SDL
    - configuring, 63–67
    - reading, 60–63
    - troubleshooting held calls, 527–529
  - sniffer traces, 106
- Trailing-# DDI, 495
- training, 434
- transactional replication, 794
  - initiating, 804
- transcoders, 565, 571–577
  - out-of-resource conditions, 578–580
  - with conference bridge resources, 581–585
  - with MOH servers, 585
- transfer patterns, configuring, 730
- transferred calls, 529–531
- transformations, 513–514
  - DDIs, 486–494
  - overriding, 499
  - rules
    - cumulative effect of changes, 497–499
    - order of application, 496–497
    - service parameter-related, 500–501
    - translation patterns, 501–506
- translation patterns, 501–506
- transmission rates
  - fax devices, 434
  - fax relay, adjusting, 451–452
- transmitting faxes through voice codecs, 437
- troubleshooting methodologies
  - data analysis, case study, 18–19
  - data collection, 4–5
    - analyzing collected data, 11
    - case study, 14–18
    - earliest occurrence of problem, 10–11
    - identifying root cause of problem, 6
      - isolating root cause of problem, 7–9
      - user information, 10
  - production versus nonproduction outages, 5–6
- trunk packages (MGCP), 233
- trunks, intercluster, 311
  - codec mismatches, 312
- TSP (TAPI service provider)
  - verifying compatibility with Cisco Unity, 655–656
  - verifying configuration, 656–657

---

## U

- UDP (User Datagram Protocol), 854
- umbrella recommendations, H.323, 281
- unanswered calls, forwarding, 479–480
- unauthorized access to international numbers, preventing, 545
- unexpected outside dial tone, troubleshooting, 465–466
- unicast audio sources (MOH), troubleshooting, 615–617
- Unity voice mail systems
  - applying restrictive calling search spaces, 547
  - DTMF, 661–662
  - MWI, 659–661
  - troubleshooting resources, 662
  - verifying switch configuration, 658–659
  - verifying TSP compatibility, 655–656
  - verifying TSP configuration, 656–657
- UnknownCallerId service parameter
  - transformation, 501
- UnknownCallerIdFlag service parameter
  - transformation, 501
- UnknownCallerIdText service parameter
  - transformation, 501
- unregistered IP Phones, tracing, 131–132
- unregistered Skinny clients
  - troubleshooting inline power problems, 114–117
  - troubleshooting network connectivity, 117, 120–127
    - configuration files, 121–127
    - IP addressing, 118–121
    - VLAN configuration, 118
- urgent priority route patterns, 502

user hold audio source (MOH), 601  
 user information, collecting, 10  
 user search requests, directory access, 820  
 UseZerosForUnknownDn parameter (CMI), 670  
 utilities, CDR Time Converter, 91.  
*See also* applications

## V

---

V.21 HDLC, 854  
 VAD (voice activity detection)  
   as source of voice quality degradation, 402–404  
   comfort noise, 402  
 ValidateDns parameter (CMI), 670  
 variable delay, 384  
   de jitter delay, isolating, 393–395  
   effect on signaling, 395–396  
   low-speed links, isolating, 391–393  
   queuing delay, isolating, 390–391  
 variable-length matching (dial peers), 178–179  
 VAT (Voice Anomaly Tracking), 166  
 verbose dialing forest traces, 543  
 verifying  
   CAC configuration, 640–645  
   Cisco IOS MGCP registration status, 240–249  
   Cisco IP Phone firmware, 165  
   Cisco Unity switch configuration, 658–659  
   CRA engine status, 745–748  
   Database Layer Monitor operation, 812–813  
   fax/modem passthrough configuration,  
     441–444  
   IP network integrity, 13  
   LDAP directory configuration, 745  
   MOH fixed audio source device configuration,  
     619–620  
   physical layer connectivity on digital interfaces,  
     208–210  
   Skinny client registration with RTMT, 135–137  
   SRST configuration, 709–712  
   TSP compatibility with Cisco Unity, 655–656  
   TSP configuration, 656–657  
   TSP version on CTI applications, 736  
 VG200 voice gateway, 170  
 VG248 voice gateway, 521  
   SMDI integration, 686  
     configuration parameters, 686–690  
     MWI problems, troubleshooting, 690–692  
 viewing  
   ephone-dn configuration, 718  
   real-time statistics with PerfMon, 69–71  
   Route Plan Report in Cisco CallManager  
     Administration, 466  
   SRST polling statistics, 722  
 virtual dial peers, viewing, 719  
 VNC (Virtual Computer Networking), 108  
 Voice Codec Bandwidth Calculator, 106  
 voice codecs, fax/modem passthrough, 437  
 voice gateways  
   Catalyst  
     Catalyst 4224, 173–174  
     Catalyst 6000 CMM, 174  
     configuring 6624 Analog Interface  
       Module, 367–379  
   Cisco AVVID IP Telephony, 32  
   Cisco IOS, 169  
     2600 series routers, 171–172  
     3600 series routers, 172  
     3700 series routers, 173  
     H.323, 281–307  
     MGCP, 218–240  
     T1 CAS, troubleshooting, 214–218  
     timestamps, configuring, 185  
     troubleshooting TDM interfaces, 187–205  
     VG200, 170  
   Dick Tracy tool, 101–104  
     CLI/embedded Tracy, 105  
   FXO interface, troubleshooting  
     disconnects, 205  
 voice mail systems  
   applying restrictive calling search spaces, 547  
   Cisco Unity, 655  
     DTMF, 661–662  
     MWI, 659–661  
     troubleshooting resources, 662  
     verifying switch configuration, 658–659  
     verifying TSP compatibility, 655–656  
     verifying TSP configuration, 656–657

- CMI, 666–667
  - service parameters, 667–671, 674
  - traces, reading, 674–679
  - troubleshooting with HyperTerminal, 679–682
- Octel, CallManager integration, 693, 698–700
- SMDI
  - CallManager integration, 662–666
  - messages, 664–666
  - MWI, 682–685
  - VG248 integration, 686–692
- voice quality
  - choppy audio, isolating sources of, 397–404
  - echo
    - acoustic echo, 412
    - electrical echo, 411–412
    - eliminating sources of, 418–429
    - isolating sources of, 411
    - perception of as problem, 414–416
  - one-way/no-way audio, isolating sources of, 405–410
- voice streaming
  - dropped calls
    - media processing resources, 560
    - RTP/UDP, 551–552
  - nonsurvivable endpoints, 557
    - CTI/TAPI endpoints, 559
    - H.323 gateways, 558–559
    - Skinny gateways, 557
  - survivable endpoints, 552
    - IP Phones, 552–553
    - MGCP gateways, 553–557
- VoiceMailDn parameter (CMI), 670
- VoiceMailPartition parameter (CMI), 670
- VoIP dial peers, 175
  - variable-length pattern matching, 179
- VSTP (Voice Telephony Service Provider) states, 190–191
  - debug commands, 193–196

## W-X-Y-Z

---

- WANs, fax relay, 444–445
- wideband codecs, 855
- wildcards, 460
  - ! wildcard, 460
  - . wildcard, 461
  - @ wildcard, 461
    - DDIs, 487–494
    - route filters, 506–512
    - multiple clauses, 512
  - X wildcard, 460
- NANP tags, 508–510
- Windows 2000
  - CCEmail
    - alerting methods, 81
    - configuring, 76–80
    - object counters, 924–925
  - Windows Terminal Services, 107
  - Wink Start (E&M), 850
  - winks, 214
  - WS-X6608 module, 587
- X wildcard, 460