

INDEX

A

AA (Automated Attendant), 249–255
 call flow, tracing, 758–771
 call routing considerations, 251–253
 calls to main office number, 250–251
 configuring, 278, 458, 553–557
 business hours schedules 459
 holidays, 460
 customizing, 261–271, 461–463
 prompts, recording, 280
 scripts
 custom scripts, 279–281
 dialbyextension.aef, 854–856
 dialbyname.aef, 852–854
 main.aef, 848–851
 SIP call flow, 749
 system AA (Cisco UE), 255–256
 business hours call routing, 258
 dial-by-name option, 257–258
 dial-by-number option, 257
 emergency alternate greeting, 259
 holiday schedule, 259
 transfer to operator feature, 258
 TCL-based, 282–289
 troubleshooting, 745–755
 blind transfers, 792–793
 missing prompt files, 756
 missing subflow script files, 757–758
active calls, viewing parameters, 108
Active Voice, LLC Reception system, 360–361
adding
 extensions, 438–439
 phones, 439
Administration menu (GUI), 436
administrative access, 378, 386
 access levels, 386, 389
 CLI, 378–380
 configuring on Cisco CME, 537
administrator features (Cisco UE), 310
broadcast messaging, 325–326
distribution lists, 327
language support, 328
mailbox management, 313–314
mailbox storage allocation, 319–320

 maximum message size, 321–322
 message expiry, 322
 MWI (Message Waiting Indicator), 314–318
 system reports, 329
 automatic gain control, 328
 voice mail operator, 326
 voice mail pilot number, 311–313
analog signaling, connecting to PSTN, 172–173
analog trunks, 175–176
 configuring, 176–177
 features, 177–178
analog voice mail, 357–361
APIs, 395
application environment on Cisco UE, 499–500
applications
 TAPI (Telephony Application Programming Interface), 365
 CCC, 370
 Cisco CME TAPI Light, 366–367
 Cisco CME TSP, 367, 370
 XML (Extensible Markup Language), 365, 371
 Cisco CME services, 371
 configuring Cisco CME for, 373
 example application, 372
 general phone services, 371
assigning extensions to IP Phones, 440, 540
asymmetric signaling, 173
at, 80
ATA (Cisco Analog Telephony Adaptor), 102–103
audio paging, 145
 multicast routing, 148
 paging groups, 145–147
Auto-Registration utility (Cisco CME), 399–400
Automated Attendant. *See* AA (Automated Attendant)

B

backup/restore operations, troubleshooting, 740–742
Backup and Restore utility (Cisco UE), configuring, 480–488
billing
 call forwarding options, 166
 call transfer options, 163–164
 role of gatekeeper, 204

- branch office CME deployment, 235–236
- browser-based GUI, 384
 - file installation, 407
 - router setup, 408
- building
 - AA scripts, 261–271
 - TCL scripts, 287–289
- bundles, ordering, 844–845
- business hours call routing (Cisco UE), 258
- buttons, overlay-dn configuration, 129–131

C

- CALEA (Communications Assistance to Law Enforcement Agencies), 205
- call activity, monitoring, 506–509
- call blocking toll bar override, configuring, 446
- call coverage, 118
 - shared lines, configuring, 128–129
 - voice dial peer hunting, 119–123
- call flow
 - AA, 758–771
 - SCCP to H.323 calls, 633–637
 - SCCP to SCCP calls, 623–632
 - SIP, 749
 - SIP calls AA pilot number, 758–759
- call forwarding, 244–246
 - billing options, 166
 - Cisco CME configuration, 572
 - configuring, 127–128, 158–159
 - for VoIP, 165–166
 - H.450 services, 217–218
 - on SIP networks, 232
 - troubleshooting, 707–709
- call park, 154–155
- call pickup feature, 152–153
 - call park, 154–155
 - pickup groups, 153
- call processing
 - configuring
 - call blocking toll bar override, 446
 - Cisco CME, 557–565
 - dial plan patterns, 456
 - hunt groups, 452–454
 - MOH, 457
 - night service bell, 448, 451
 - speed dial, 445
 - transfer patterns, 454
 - models, 31–35
 - required components, 36
- call routing
 - business hours call routing, 258
 - calls to main office number, 250–251
 - versus receptionist, 251–253
- call transfer, 238–239, 330–331
 - and call forward interoperability with CallManager, 167–168
 - billing options, 163–164
 - Cisco CME configuration, 571–572
 - configuring, 158–163
 - H.323 with ECS, 239–240
 - H.323-to-H.323, 240
 - H.450 services, 213–217
 - intersite call transfer, 244
 - missing transfer patterns, troubleshooting, 648–653
 - SIP REFER, 231
 - transcoding MTP, 241–242
 - troubleshooting, 691–706, 792–793
 - unsupervised, 159
- caller features
 - mailbox-full indication, 309
 - outbound greeting bypass, 309
 - revert to AA, 310
 - urgent messages, 309
- CallManager networks, 36–37
 - call transfer, 238–239
 - H.323 with ECS, 239–240
 - H.323-to-H.323, 240
 - intersite call transfer, 244
 - transcoding MTP, 241–242
 - calls to CME, 236–237
 - comparing with Cisco IPC Express, 28
 - connecting to CME systems, 242–244
 - H.450.x support, 223
 - hybrid networks, 38–39
- callout mechanisms, 812
- CAS (channel-associated signaling), 180
- CCAPI (Call Control Application), 61
- CCC (Cisco CRM Communications Connector), 370
- CCS (common channel signaling), 180

- centralized
 - networks, 33–37
 - voice mail architecture, 686–691
- Cisco, 406
- Cisco 7902G phones, 99
- Cisco 7905G phones, 96–97
- Cisco 7910G phones, 94–96
- Cisco 7912G phones, 96–97
- Cisco 7914 expansion module, 93–94
- Cisco 7920 Wireless IP Phone, 101–102
- Cisco 7935G/7936G phones, 100
- Cisco 7940G phones, 89–93
- Cisco 7960G phones, 89–94
- Cisco 7970G phones, 97–98
- Cisco Analog Telephony Adaptor, 102–103
- Cisco CallManager. *See* CallManager networks
- Cisco CME, 833–837
 - AA (Automated Attendant), 250
 - call routing considerations, 251–253
 - calls to main office number, 250–251
 - architecture, 59–69
 - Auto-Registration utility, 399–400
 - AXL/SOAP interface network management, 502–504
 - call forward, configuring, 572
 - call transfer
 - configuring, 571–572
 - missing transfer patterns, troubleshooting, 648–653
 - Cisco IOS PSTN telephony interfaces
 - analog trunks, 175–178
 - digital trunks, 178–182
 - DSP hardware, 183
 - Cisco Unity integration, troubleshooting, 676–686
 - conference failures, troubleshooting, 654–658
 - configuring
 - administrator access, 537
 - call processing features, 557–565
 - for Cisco Unity, 349–351
 - DHCP on router, 73
 - extensions, 539–540
 - G.711 conferencing, 570
 - for Octel analog integration, 358–360
 - SSAM, 356
 - system features, 565–568, 570
 - voice ports, 543–544
 - connecting to PSTN, 172
 - with analog signaling, 172–173
 - with digital signaling, 173
 - COR, 662–666
 - dialplan patterns
 - debugging, 646–648
 - troubleshooting, 644–646
 - extensions to Cisco IOS voice infrastructure, 65–67
 - GUI, customizing, 412–419
 - missing directory services option, troubleshooting, 660–662
 - MOH, troubleshooting, 659–660
 - MWI Relay, 353–354
 - Parameters, adjusting, 538
 - as PSTN gateway, 69
 - as SCCP phone gateway, 70–71
 - IPv4 address shortage, 71–72
 - media path handling, 72–74
 - QoS, 72–74
 - Secondary Number field, 337–338
 - Setup utility, 400–402, 534–537
 - software installation, 395–398
 - supported MIBs, 509
 - TAPI Light capability, 366–367
 - TSP, 367, 370
 - versus Cisco Unity, 348
 - with Cisco Unity, 348–349
 - with integrated PSTN gateway, 184
 - with SSAM, 355
- Cisco IOS translation rules, 189–190
- Cisco IOS voice application software, 64
- Cisco IOS voice infrastructure, 61, 65–67
- Cisco IOS voice telephony interfaces, 62
- Cisco IOS voice-over-packet interfaces, 63
- Cisco IP Communicator, 104–106
- Cisco IPC Express networks, 6, 37–38
 - benefits of, 7–9
 - CME, 10
 - comparing with Cisco CallManager, 28
 - deployment models, 31
 - centralized networks, 33
 - distributed networks, 34
 - hybrid networks, 35
 - multisite business model, 44–52
 - standalone networks, 32
 - standalone office model, 40–44

- financial services implementations, 22–23
 - GUI, troubleshooting, 637–641
 - healthcare services implementations, 24–25
 - hybrid networks, 38–39
 - IP communications platforms, 11–12
 - attributes, 14
 - Cisco 1700 series routers, 12
 - Cisco 2600XM series routers, 12
 - Cisco 2800 series routers, 13
 - Cisco 3700 series routers, 13
 - Cisco 3800 series routers, 14
 - supported WAN interfaces, 16
 - IP endpoints, 17–19
 - IP-based applications, 16–17
 - key features, 25–27
 - migration strategies, 29
 - retail business implementations, 20–21
 - system architecture, 57
- Cisco SRST, 27
- Cisco UE, 838–840
- AA (Automated Attendant), 254–255
 - configuring, 278–281, 458–460, 553–557
 - customizing, 260–271, 461–463
 - SIP call flow, 749
 - system AA, 255–259
 - TCL-based, 282–289
 - tracing call flow, 758–771
 - troubleshooting, 745–758
 - access levels, 389
 - administrator features, 310
 - automatic gain control, 328
 - broadcast messaging, 325–326
 - distribution lists, 327
 - language support, 328
 - mailbox management, 313–314
 - mailbox storage allocation, 319–320
 - maximum message size, 321–322
 - message expiry, 322
 - MWI (Message Waiting Indicator), 314–318
 - system reports, 329
 - voice mail operator, 326
 - voice mail pilot number, 311–313
 - application environment, 499–500
 - Back and Restore utility, configuring, 480–488
 - CLI commands, 381–382
 - configuring, 548–550
 - connectivity problems, troubleshooting, 730–732
 - fast busy tones, troubleshooting, 794–796
 - general delivery mailboxes, configuring, 469
 - generic system information, viewing, 721–723
 - GMS, 275–276
 - custom prompts, recording, 277
 - EAG, recording, 276–277
 - hardware architecture, 75
 - communication with host router, 76
 - RBCP, 76–79
 - installation
 - Initialization Wizard, 406, 738–740
 - troubleshooting, 730
 - licensing, 292–294
 - logging, 724–725
 - mailboxes, 295
 - caller features, 309–310
 - distribution lists, 307
 - logging in to, 300
 - mailbox-full notification, 304–305
 - message envelope information, 306
 - message management, 303
 - message nondelivery notification, 306
 - message playout sequence, 305
 - message waiting indicator, 304
 - personal greeting, 302
 - subscribers, 299
 - tutorial, 301–302
 - zero-out destination, 306
 - MWI (Message Waiting Indicator),
 - configuring, 472–475
 - ordering, 845
 - personal mailboxes, configuring, 466
 - .pkg files, 294
 - Primary E.164 Number field, 338
 - router configuration, 409–412
 - router setup, 546–548
 - sample AA scripts
 - dialbyextension.aef script, 854–856
 - dialbyname.aef script, 852–854
 - main.aef script, 848, 851
 - security best practices, 496–499
 - site A sample configuration, 585–588
 - site B sample configuration, 594–596
 - software architecture, 79
 - Cisco UE voice mail component, 83

- CRS software, 81–82
- OS infrastructure, 79–80
- SQL database, troubleshooting, 804–812
- startup, troubleshooting, 733
- system time, troubleshooting, 729
- tracing, 725
 - copying trace files to FTP server, 728
 - enabling, 726–728
- users and groups, 297
- voice mail networking
 - addressing, 341
 - configuring, 464–466, 475–479, 550–552
 - directories, 341
 - locations, 339–340
 - message format, 342
 - network broadcast messages, 342
 - nondelivery notification, 343
 - standards, 338–339
- Cisco Unity
 - centralized voice mail architecture, 686–691
 - configuring on Cisco CME, 349–351
 - licensing for voice mail-only deployment, 348
 - with multiple Cisco CME systems, 349
 - with MWI (Message Waiting Indicator), 352
 - MWI relay, 353–354
 - with standalone Cisco CME system, 348
 - versus Cisco CME, 348
 - versus Cisco Unity Express, 347
- CLI, 378
 - ephone-dn command, 380
 - telephony-service command, 379
- CME (Cisco CallManager Express), 10
 - branch office deployment, 235–236
 - call transfer, 238–239
 - H.323 with ECS, 239–240
 - H.323-to-H.323, 240
 - intersite call transfer, 244
 - transcoding MTP, 241–242
 - calls from CallManager IP Phones, 236–237
 - connecting to Callmanager, 242–244
 - software installation, 395–398
 - supported phones
 - 7912G phones, 96–97
 - Cisco 7902G phones, 99
 - Cisco 7905G phones, 96–97
 - Cisco 7910G phones, 94–96
 - Cisco 7920 Wireless IP Phone, 101–102
 - Cisco 7935G/7936G phones, 100
 - Cisco 7940G phones, 89–93
 - Cisco 7970G phones, 97–98
 - Cisco IP Communicator, 104–106
 - erasing configurations, 108
 - firmware files, 106–107
 - resetting, 107
 - supported platforms, 11
 - attributes, 14
 - Cisco 1700 series routers, 12
 - Cisco 2600XM series routers, 12
 - Cisco 2800 series routers, 13
 - Cisco 3700 series routers, 13
 - Cisco 3800 series routers, 14
 - supported WAN interfaces, 16
 - Zero Touch deployment, 421–431
- CNS, Zero Touch deployment, 419–421
- CO-based voicemail, 361–362
- codecs, transcoding, 220–221
 - troubleshooting, 709–716
- combining paging groups, 147
- commands
 - debug ccsip messages, 786
 - dialplan-pattern, 191, 208, 788
 - ephone-dn, 380
 - ephone-hunt, 133–135
 - intercom, 139–143
 - show ephone, 614–618
 - show software licenses, 775
 - show trace buffer tail, 799
 - show voicemail detail mailbox, 774
 - show voicemail limits, 776
 - show voicemail mailboxes, 773
 - show voicemail usage, 775, 778
 - telephony-service, 379
 - trace, 777
 - trace ccn vbrowseroutput debug, 799
 - trace voicemail vxml prompts, 799
 - trunk, 144–145
 - voicemail 6800, 351
- Common Information Additional Network Feature for H.323, 219
- conference failures, troubleshooting, 654
 - because of codec mismatch, 655–658
 - because of unavailable lines, 654–655
- Configure menu (GUI), 435

- configuring
 - AA (Automated Attendant), 278, 458
 - business hours schedules, 459
 - custom scripts, 279–281
 - holidays, 460
 - prompts, recording, 280
 - analog trunks, 176–177
 - call coverage , 128–129
 - call forwarding, 127–128, 158–159, 165–166
 - call processing features
 - call blocking toll bar override, 446
 - dial plan patterns, 456
 - hunt groups, 452–454
 - MOH, 457
 - night service bell, 448, 451
 - speed dial, 445
 - transfer patterns, 454
 - call transfer, 158–163
 - Cisco 7902G phones, 99
 - Cisco 7905G/7912G phones, 97
 - Cisco 7910G phones, 95–96
 - Cisco 7914 expansion module, 93–94
 - Cisco 7920 Wireless IP Phone, 102
 - Cisco 7935G/7936G phones, 100
 - Cisco 7940G/79560G phones, 92–93
 - Cisco 7970G phones, 98
 - Cisco ATA, 103
 - Cisco CME
 - administrator access, 537
 - call forward, 572
 - call processing, 557–565
 - call transfer, 571–572
 - extensions, 539–540
 - G.711 conferencing, 570
 - setup utility, 534–537
 - system features, 565–570
 - voice ports, 543–544
 - Cisco CME for Cisco Unity, 349–351
 - Cisco CME for Octel analog integration, 358–360
 - Cisco CME for SSAM, 356
 - Cisco CME for XML applications, 373
 - Cisco IP Communicator, 106
 - Cisco UE, 548–550
 - AA (Automated Attendant), 553–557
 - Backup and Restore utility, 480–488
 - general delivery mailboxes, 469
 - MWI (Message Waiting Indicator), 472, 475
 - personal mailboxes, 466
 - router setup, 546–548
 - voice mail system, 464–466, 475–479, 550–552
 - COR, 664–666
 - DHCP on CME routers, 73
 - dial plan
 - digit manipulation features, 444–445
 - extensions, 444
 - POTS dial peers, 443
 - VoIP dial peers, 443
 - digital trunks, 180–182
 - DNIS for non-overlay extensions, 132–133
 - DTMF relay, 212
 - e-phone-dn, 115, 136–137
 - ephones, 114
 - H.450.x services, 222–225
 - intercoms, 139–140
 - courtesy phones, 143
 - many-to-one, 140–141
 - non-dialable, 142–143
 - one-way, 141
 - local/remote access, 491–495
 - MWI for SSAM, 357
 - overlay-dns, 129–131, 149
 - expanding phone button count limits, 149–151
 - shared lines, 151–152
 - with intercoms, 151
 - paging groups, 145–146
 - private lines, 144–145
 - PSTN, 442
 - security, 496
 - “Configuring CM” message (phone display), 605
 - “Configuring IP” message (phone display), 605
 - “Configuring VLAN” message (phone display), 604
- connected party name and number services, 246–247
 - connectivity
 - CallManager to CME systems, 242–244
 - PSTN, 172–173
 - troubleshooting on Cisco UE, 730–732
 - copying trace files to ftp server, 728
 - COR (Class of Restriction), 662–666
 - corrupt installation files, troubleshooting, 732–736

courtesy phones, configuring, 143
 CRS (Customer Service Response), 81–82
 custom prompts, recording, 277
 custom scripts
 preparing, 279–281
 uploading, 280
 customizing. *See also* configuring
 AA (Automated Attendant), 260–271, 461–463, 555–557
 Cisco CME GUI, 412–419
 softkeys, 156–157
 CVM (Cisco Voice Manager), 514

D

debug ccsip messages command, 786
 debugging
 dialplan patterns, 646–648
 MOH problems, 659–660
 RBCP communication, 734–736
 Defaults menu (GUI), 436
 deleting
 EAG, 276–277
 extensions, 442
 user IDs, 332
 deploying
 Cisco IPC Express, 31
 centralized networks, 33
 distributed networks, 34
 hybrid networks, 35
 required components, 36
 standalone networks, 32
 key systems, 117–118
 PBX systems, 116
 Zero Touch, 419–431
 deployment models
 hybrid networks, 38–39
 multisite business model, 44
 hybrid enterprise, 48–52
 small enterprise, 45–48
 standalone office model, 40
 applications, 43
 management, 43
 network architecture, 40–42
 security, 43–44
 DHCP (Dynamic Host Configuration Protocol)
 configuring on CME router, 73
 troubleshooting, 610–612
 dial peers, 62, 113
 commands, 188–189
 complex configuration, 121
 hunting chains, 137–138
 longest match, 120
 SIP, troubleshooting, 790–792
 voice dial peer hunting, 119–123
 dial plan, configuring
 digit manipulation features, 444–445
 extensions, 444
 POTS dial peers, 443
 VoIP dial peers, 443
 patterns, 456
 dialbyextension.aef script, 854–856
 dial-by-name option (Cisco UE), 257–258
 dialbyname.aef script, 852–854
 dial-by-number option (Cisco UE), 257
 dialplan patterns
 configuration problems, troubleshooting, 644–646
 debugging, 646–648
 dialplan-pattern command, 191, 208, 788
 digit manipulation, 187–188
 Cisco IOS translation rules, 189–190
 configuring, 444–445
 dial peer commands, 188–189
 dialplan-pattern command, 191
 troubleshooting, 788–789
 Digital, 178
 digital signaling, connecting to PSTN, 173
 digital trunks, 178–180
 configuring, 180–182
 features, 182
 Directories button (Cisco 7940G phones), 91
 displaying
 AA scripts, 271–272
 active call parameters, 108
 Cisco UE system information, 721–723
 default voice mailbox settings, 776
 mailbox details, 774
 mailbox usage statistics, 773
 orphaned mailboxes, 779
 system licenses, 775
 distributed networks, 34
 distribution lists, 307

DND (Do Not Disturb) softkey, 138
 DNIS (dialed number identification service), 132
 for non-overlay extensions, 132–133
 downloading AA scripts, 274
 DSP hardware, 183
 DSP resources, 220
 transcoding, 220–221
 DTMF relay
 for SIP, 230
 on H.323 networks, 210–212
 dual-line mode, 114
 dual-line mode (ephone-dn), 136–137

E

E.164 numbers, 188, 205–206
 calls forwarded to voicemail, troubleshooting, 787–788
 ECS (Empty Capabilities Set), 161, 239–240
 emergency alternate greeting (Cisco UE), 259
 enabling
 Idle URL feature, 573
 traces on Cisco UE, 726–728
 XML services, 573
 ephone command, 381
 ephone-dn command, 113, 380
 configuring, 115
 dial peers, 123–124
 dual-line mode, 136–137
 overlay-dn configuration, 129–131, 149
 expanding phone button count limits, 149–151
 shared lines, 151–152
 with intercoms, 151
 secondary number, 125–127
 ephone-hunt command, 133–135
 ephones, 113–114
 erasing Cisco IP Phone configurations, 108
 examples
 Site A configuration, 577–588
 Site B configuration, 589–596
 XML application, 372
 expanding phone button count limits, 149–151
 Extensible Markup Language. *See* XML

extensions
 adding, 438–439
 configuring, 444, 539–540
 external LAN switch, configuring, 532

F

fast busy tones, troubleshooting, 794–796
 financial services implementations for Cisco IPC Express, 22–23
 firewalls, and IPv4 address shortage, 71–72
 firmware
 for IP Phones, 106–107
 upgrading, 621–622
 forwarded calls to voicemail, troubleshooting
 from E.164 numbers, 787–788
 from internal extension, 786–787
 forwarding calls
 billing options, 166
 with H.450 services, 217–218
 on SIP networks, 232
 troubleshooting, 707–709
 VoIP, 165–166
 fractional T1 service, 179
 full-blind transfers, 159, 217
 FXO interfaces, 177–178
 FXO Power Failover, 192

G

G.711 conferencing, Cisco CME configuration, 570
 gatekeepers
 H.323, 201–204
 Routed Signaling Gatekeepers, 204–205
 GDMs (general delivery mailboxes), 295
 configuring, 469
 troubleshooting, 782–785
 GMS (Greeting Management System), 275–276
 custom prompts, recording, 277
 EAG, recording or deleting, 276–277
 groups
 Cisco UE, 297
 unassociated users in GUI, troubleshooting, 781
 GUI, 384, 433
 access, securing, 489

- Administration menu, 436
- Configure menu, 435
- customizing, 412–419
- Defaults menu, 436
- extensions
 - adding, 438–439
 - assigning to phones, 440
 - deleting, 442
- file installation, 407
- Help menu, 437
- HTTPS, 489–490
- phones, adding, 439
- Reports menu, 437
- requirements for use, 407
- router setup, 408
- Voice Mail menu, 435–436

H

- H.245 digit relay, 211
- H.323
 - Cisco CME integration, 195–197
 - internal call handling, 208–209
 - multinode networks, 199–201
 - role of gatekeeper, 201–204
 - two-node networks, 197–199
 - DTMF relay, 210–212
 - E.164 numbers, 205–206
 - gatekeepers
 - registering individual numbers, 207–208
 - routed signaling, call forwarding/transfer, 169
 - troubleshooting integration, 716–718
 - H.450.x services
 - call forwarding/transfer, 213–218
 - configuring, 222
 - proxy services, 223–225
 - Routed Signaling Gatekeepers, 204–205
 - SCCP to H.323 call flow, 633–637
- H.323 Facility Message, 165
- H.323 with ECS, 239–240
- H.323-to-H.323 call transfer, 240
- H.450 Tandem Gateway
 - configuring, 225
 - transfer and forward proxy function, 167
- H.450 Tandem IP-to-IP Gateway, 247

- H.450.12 protocol
 - call transfer on VoIP networks, 161
 - supplementary services capabilities, 219
- H.450.2 transfer method, 160
- H.450.2/3, connected party name and number services, 246–247
- H.450.3 call forwarding, 165
- H.450.x services
 - call transfer/forwarding, 213–218
 - and Cisco CallManager, 223
 - configuring, 222
 - proxy services, 223–225
- hairpin routing, call forwarding, 165
- hairpinned calls, 706
- hairpin-routing VoIP call transfers, 161
- hardware architecture, Cisco UE, 75–79
- healthcare services implementations for Cisco IPC Express, 24–25
- Help menu (GUI), 437
- his, 242
- holiday schedule (Cisco UE), 259
- HTTPS, GUI management, 489–490
- hunt groups, 118
 - configuring, 452–454
- hunting chains, 137–138
- hybrid enterprise multisite business model, 48–52
- hybrid networks, 35–39

I

- ICT (Installation Configuration Tool), 529
- Idle URL feature, enabling, 573
- In, 151
- Initialization Wizard (Cisco UE), 406, 738–740
- installation
 - Cisco CME software, 395–398
 - GUI files, 407
 - router hardware, 532
 - troubleshooting, 730–740
- integrating
 - Cisco CME with VoIP networks, 195–196
 - H.323, 197–204, 208–209
 - SIP, 226–232
 - Cisco CME with SSAM, 355
- intercom command, 139–143

- intercoms, creating, 139–140
 - courtesy phones, 143
 - many-to-one, 140–141
 - non-dialable, 142–143
 - one-way, 141
 - overlay-dns, 151
- interconnecting multiple IPC Express systems, 573
 - SIP DTMF relay, 576
 - transcoding, 575–576
 - via H.323, 574
- internal calls, VoIP networks, 208–209
- internal LAN switch, configuring, 532
- intersite call transfer, 244
- IP communications platforms, 11–12
 - attributes, 14
 - Cisco 1700 series routers, 12
 - Cisco 2600XM series routers, 12
 - Cisco 2800 series routers, 13
 - Cisco 3700 series routers, 13
 - Cisco 3800 series routers, 14
 - supported WAN interfaces, 16
- IP endpoints, 17–19
- IP Phones
 - firmware, 106–107, 621–622
 - monitoring with syslog messages, 505–506
 - phone loads, upgrading to signed loads, 623
 - placing calls, 542
 - registration
 - configuring, 496
 - troubleshooting, 601–606
- IP-based applications, 16–17
- IPC (IP Communications), 5
- IPM (CiscoWorks Internetwork Performance Monitor), 514
- ITU-T H.450 services, call transfer/forwarding, 213–218

K – L

- key Cisco IPC Express Features, 25–27
- key system deployment, 117–118
- LAN switch
 - configuring, 532
 - connecting IP Phones to, 533
- last redirected number, 797

- last redirecting number, 786
- levels of access, 386–389
- licensing for Cisco UE, 292–294
- local access, configuring, 491–495
- logging in to mailboxes, 300
- logging messages (Cisco UE), 724–725
- login authentication, 391–393
- longest idle mode (ephone-hunt), 133
- longest match, 120

M

- mailboxes, 295
 - caller features, 309–310
 - configuration, troubleshooting, 777–778
 - details, displaying, 774
 - displaying default settings, 776
 - GDMs, troubleshooting, 782–785
 - logging in to, 300
 - mailbox-full notification, 304–305
 - messages
 - envelope information, 306
 - nondelivery notification, 306
 - management, 303
 - playout sequence, 305
 - waiting indicator, 304
 - zero-out destination, 306
 - orphaned, 778
 - personal greeting, 302
 - subscribers, 299
 - distribution lists, 307
 - tutorial, 301–302
 - unassociated users in GUI, troubleshooting, 780
 - usage statistics, displaying, 773
- mailbox-full indication, 309
- main.aef script, 848, 851
- managed services model, 53–54
- managing
 - Cisco UE mailbox messages, 303
 - mailbox-full notification, 304–305
 - message playout sequence, 305
 - message waiting indicator, 304
 - multisite Cisco IPC Express systems, 512
 - standalone Cisco IPC Express systems, 510–511

many-to-one intercoms, configuring, 140–141

Message Waiting Indicator. *See* MWI

messages

 Cisco UE logging, 724–725

 envelope information, 306

 mailbox-full notification, 304–305

 message waiting indicator, 304

 nondelivery notification, 306

 on phone display, 604–606

 playback control, 303

 payout sequence, 305

 zero-out destination, 306

MIBs supported by Cisco CME, 509

migration strategies, 29

misconfigured

 AA, avoiding, 746–749

 dialplan patterns

 debugging, 646–648

 troubleshooting, 644–646

 SIP dial peers, troubleshooting, 790–792

missing

 create-cnfg command, troubleshooting, 619

 prompt files (AA), troubleshooting, 756

 subflow script files (AA), troubleshooting, 757–758

 transfer patterns, troubleshooting, 648–653

MOH

 configuring, 457

 troubleshooting, 659–660

monitoring

 call activity, 506–509

 IP Phones with syslog messages, 505–506

MTP

 call forwarding, 245

 call transfer, 241–242

multicast routing for paging, 148

multinode networks (H.323), 199–201

multiple Cisco IPC Express systems,

 interconnecting, 573

 SIP DTMF relay, 576

 transcoding, 575–576

 via H.323, 574

multisite business model, 44

 hybrid enterprise, 48–52

 small enterprise, 45–48

multisite Cisco IPC Express networks, managing,

 512

MWI (Message Waiting Indicator), 349

 configuring, 472, 475

 configuring for SSAM, 357

 tracing, 817–821

 troubleshooting, 812–813

 verifying configuration, 814–816

 with Cisco Unity, 352

MWI Relay, 353–354

N

name fields, 333–337

NAT (Network Address Translation), and IPv4
 address shortage, 71–72

NDRs (nondelivery receipts), troubleshooting,
 824–826

NetIQ Vivinet Manager, 515–520

network problems, troubleshooting

 DHCP, 610–612

 physical layer, 608

 TFTP, 612–613

 VLAN, 610

night service bell, configuring, 448, 451

non-dialable intercoms, configuring, 142–143

NTP source, configuring on Cisco UE, 729

O

Octel, configuring on Cisco CME, 358–360

one button, one call operation, 114

one-way intercoms, configuring, 141

Operation, 69

ordering information, 841–844

 bundles, 844–845

 for Cisco UE, 845

orphaned mailboxes, 778

outbound greeting bypass, 309

overlay-dns, 129–131, 149

 expanding phone button count limits, 149–151

 with intercoms, 151

 shared lines, 151–152

P

- package files, 294
- paging, 145, 148
 - groups
 - combining, 147
 - configuring, 145–146
- Park softkey, 154
- PBX system deployment, 116
- peer mode mode (ephone-hunt), 133
- personal mailboxes, 295
 - configuring, 466
- phone bootup sequence, 602
- phone display messages, 604–606
- phone loads, upgrading to signed loads, 623
- phones. *See also* IP Phones
 - adding, 439
 - extensions
 - assigning, 440
 - deleting, 442
- physical layer problems, troubleshooting, 608
- pickup groups, 153
- PickUp softkey, 153
 - call park, 154–155
 - pickup groups, 153
- PINs, logging in to mailboxes, 300–301
- placing calls between IP phones, 542
- playback message control, 303
- post-installation setup, 403–406
- POTS dial peers, configuring, 443
- Primary E.164 Number field, 338
- private lines, configuring, 144–145
- prompts, recording, 280
- proxy services, H.450.x configuration, 223–225
- PSTN-based voicemail, 59, 361–362
 - call switching, 185
 - with DID enabled, 185
 - with DNIS, 186
 - with no DNIS, 187
 - configuring, 442
 - connecting to, 172
 - with analog signaling, 172–173
 - with digital signaling, 173
 - routing calls to IP Phones, 544–545
 - trunk failover, 192

Q–R

- QPM (QoS Policy Manager), 513
- RBCP (Router Blade Communication Protocol), 76–79, 733–736
- Reception analog integration, 360–361
- recording
 - custom prompts, 277
 - EAG, 276–277
- redirected calls into voice mail, 330
- “Registering” message (phone display), 605
- registration
 - individual numbers with H.323 gatekeepers, 207–208
 - SCCP endpoint registration, 606–607
 - troubleshooting, 601–606
- remote access
 - on Cisco UE, 496–499
 - configuring, 491–495
- Reports menu (GUI), 437
- resetting IP Phones, 107, 541
- restarting IP Phones, 107, 541
- retail implementations for Cisco IPC Express, 20–21
- revert to AA feature, 310
- RME (CiscoWorks Resource Manager Essentials), 513
- routed signaling, call forwarding/transfer, 169
- Routed Signaling Gatekeepers, 204–205
- routers, installing, 532
- routing
 - IP Phone calls to PSTN, 545
 - PSTN calls to IP Phones, 544–545
- RTP-based digit relay, 211–212

S

- sample AA scripts
 - dialbyextension.aef script, 854–856
 - dialbyname.aef script, 852–854
 - main.aef script, 848–851
- sample configurations
 - Site A, 577–588
 - Site B, 589–596
- SCCP, 67–69, 606–607
- SCCP to H.323 call flow, 633–637

- SCCP to SCCP call flow, 623–632
- scripts, 82
 - building, 261–271
 - downloading, 274
 - executing, 274–275
 - sample scripts, 852–856
 - validating, 271
 - viewing, 271–272
- Secondary Number field, 337–338
- secondary numbers, configuring on ephone-dn, 125–127
- security
 - Cisco CME best practices, 489
 - Cisco UE best practices, 496–500
 - GUI access, 489
 - GUI management with HTTPS, 489–490
 - IP Phone registration control, configuring, 496
 - local/remote system access, configuring, 491–495
- sequential mode mode (ephone-hunt), 133
- ser login authentication, 391
- Services button (Cisco 7940G phones), 91
- Settings button (Cisco 7940G phones), 91
- Setup utility (Cisco CME), 400–402
- Several, 395
- shared lines
 - and overlays, 151–152
 - configuring, 128–129
- show ephone command, 614–618
- show software licenses comand, 775
- show trace buffer tail command, 799
- show voicemail detail mailbox command, 774
- show voicemail limits command, 776
- show voicemail mailboxes command, 773
- show voicemail usage command, 775, 778
- shown, 469
- single-site networks, 32
- SIP
 - call flow, 749
 - Cisco CME integration, 195–196, 226
 - call forwarding, 232
 - DTMF relay, 230
 - role of SIP proxy/registrar/redirect server, 228–229
 - SIP REFER, 231
 - supplementary services, 231
 - two-node topology, 227–228
 - dial peers, troubleshooting, 790–792
 - SIP REFER, 231
 - small enterprise multisite business model, 45–48
 - SMTP (Simple Mail Transfer Protocol), 826
 - SNMP (Simple Network Management Protocol), 509
 - SOAP (Simple Object Access Protocol), 502–504
 - softkeys
 - customizing, 156–157
 - DND, 138
 - Park, 154
 - PickUp, 153–155
 - software architecture
 - Cisco CME, 59–69
 - Cisco UE, 79–83
 - software installation, Cisco CME, 395–398
 - Sometimes, 732
 - SP (service provider) models
 - managed services, 53–54
 - VAR/SI, 52
 - speed dial, configuring, 445
 - SQL database, troubleshooting on Cisco UE, 804–812
 - SSAM (Stonevoice Switch Answering Machine), 355–356
 - staging configuration, building, 529
 - standalone networks, 32
 - Cisco CME, 348
 - Cisco IPC, 37–38
 - Cisco IPC Express, 510–511
 - standalone office model, 40
 - applications, 43
 - management, 43
 - network architecture, 40–42
 - security, 43–44
 - steps, 82
 - Stonevoice, 520, 525
 - subscribers, 298–299
 - distribution lists, 307
 - logging in to mailboxes, 300
 - subsystem, 82
 - supplementary services for SIP, 231
 - symmetric signaling, 173
 - syslog messages, monitoring IP Phones, 505–506

- system AA (Cisco UE), 255–256
 - business hours call routing, 258
 - dial-by-name option, 257–258
 - dial-by-number option, 257
 - emergency alternate greeting, 259
 - holiday schedule, 259
 - transfer to operator feature, 258
- system administrator features (Cisco UE), 310
 - broadcast messaging, 325–326
 - distribution lists, 327
 - language support, 328
 - mailbox management, 313–314
 - mailbox storage allocation, 319–320
 - maximum message size, 321–322
 - message expiry, 322
 - MWI (Message Waiting Indicator), 314–318
 - system reports, 329
 - utomatic gain control, 328
 - voice mail operator, 326
 - voice mail pilot number, 311–313
- system licenses, displaying, 775
- system time, troubleshooting on Cisco UE, 729

T

- tandem call routing, 223
- TAPI (Telephony Application Programming Interface) architecture, 365
 - CCC, 370
 - Cisco CME TAPI Light, 366–367
 - Cisco CME TSP, 367–370
- TCL-based AA, 282–289
- telephony-service command, 379
- TFTP (Trivial File Transfer Protocol),
 - troubleshooting, 612–613
- the, 407
- TouchTone digits, 210–212
- trace ccn vbrowseroutput debug command, 799
- trace command, 725–728, 777
- trace voicemail vxml prompts command, 799–803
- tracing
 - AA (Automated Attendant) call flow, 758–771
 - Last Redirected Number, 797
 - MWI (Message Waiting Indicator), 817–821
 - voicemail networking, 826–829
- transcoding, 220–221, 241–242, 331
- transfer patterns, configuring, 454
- transfer to operator feature (Cisco UE), 258
- transferred calls, 330–331, 698
- transferring calls, 158–159
 - billing options, 163–164
 - with H.450 services, 214–217
 - SIP REFER, 231
 - troubleshooting, 691–706
 - on VoIP networks, 160–163
- triggers, 82
- tromboning, 219
- troubleshooting
 - AA (Automated Attendant), 745–755
 - missing prompt files, 756
 - missing subflow script files, 757–758
 - transferred calls, 792–793
 - backup/restore operations, 740–742
 - call forwarding, 707–709
 - call transfers, 691–706
 - missing transfer patterns, 648–653
 - Cisco IPC Express, 637–641
 - Cisco UE
 - connectivity problems, 730–732
 - fast busy tones, 794–796
 - Initialization Wizard, 738–740
 - installation problems, 730
 - SQL database, 804–812
 - startup, 733
 - Cisco Unity integration, 676–686
 - conference failures, 654
 - because of codec mismatch, 655–658
 - because of unavailable lines, 654–655
 - corrupt installation files, 732–736
 - deleted users appearing in GUI, 779
 - dialplan pattern configuration problems, 644–646
 - digit manipulation, 788–789
 - forwarded calls
 - from E.164 numbers, 787–788
 - from internal extension, 786–787
 - GDMs (general delivery mailboxes), 782, 785
 - H.323 gatekeeper integration, 716–718
 - IP Phone registration, 601–606
 - mailbox configuration, 777–778
 - missing create-cnf command, 619
 - missing directory services option (Cisco CME), 660–662

- MWI (Message Waiting Indicator), 812–813, 817–821
- network problems
 - DHCP, 610–612
 - physical layer, 608
 - TFTP, 612–613
 - VLAN, 610
- SIP dial peer misconfiguration, 790–792
- system time (Cisco UE), 729
- transcoding, 709–716
- TUI (Telephony User Interface), 796–800
- unassociated group users in GUI, 781
- unassociated mailbox users in GUI, 780
- voicemail networking, 826–829
- VPIM (Voice Profile for Internet Mail), 822–826
- trunk command, 144–145
- trunk signaling systems, 172
 - analog, 172–173
 - digital, 173
- TUI (Telephony User Interface), 386
 - troubleshooting, 796–800
- two-node networks
 - H.323, 197–199
 - SIP, 227–228

U

- UE. *See* Cisco UE
- unanswered AA calls, troubleshooting, 751–755
- unassociated group users in GUI, troubleshooting, 781
- unassociated mailbox users in GUI, troubleshooting, 780
- unsupervised transfer, 159
- upgrading, 621–623
- “Upgrading Firmware” message (phone display), 606
- uploading AA scripts, 274
- urgent messages, 309
- user IDs, 332
- user login authentication, 391–393
- users (Cisco UE), 297

V

- validating scripts, 271
- VAR/SI (value-added reseller/systems integrator) model, 52
- verifying MWI configuration, 814–816
- viewing
 - AA scripts, 271–272
 - active call parameters, 108
 - Cisco UE system information, 721–723
- virtual voice ports, 113, 124
- VLANs, troubleshooting, 610
- voice cut-through delay, 237
- voice dial peer hunting, 119–123
- voice gateways, 59, 171
- voice mail
 - addressing, 341
 - analog, 357–361
 - Cisco Unity
 - Cisco Unity voice mail, 348
 - comparing with Cisco CME, 348
 - configuring on Cisco CME, 349–351
 - licensing for voice mail-only deployment, 348
 - MWI Relay, 353–354
 - with multiple Cisco CME systems, 349
 - with MWI, 352
 - with standalone Cisco CME system, 348
 - CO-based, 361–362
 - configuring, 475–479
 - directories, 341
 - locations, 339–340
 - message format, 342
 - MWI (Message Waiting Indicator)
 - tracing, 817–821
 - troubleshooting, 812–813
 - verifying configuration, 814–816
 - network broadcast messages, 342
 - nondelivery notification, 343
 - Octel, configuring on Cisco CME, 358–360
 - SSAM (Stonevoice Switch Answering Machine), 355–356
 - standards, 338–339
 - TUI (Telephony User Interface), troubleshooting, 796–800

- Voice Mail menu (GUI), 435–436
- voice ports, 113, 123–124
 - configuring, 543–544
- voicemail 6800 command, 351
- VoIP networks
 - call forwarding, 165–166
 - call transfer, configuring, 162–163
 - Cisco CME integration, 195–196
 - dial peers, configuring, 443
 - H.323
 - call forwarding/transfer with H.450 services, 213–218
 - Cisco CME integration, 197–204
 - DTMF relay, 210–212
 - E.164 numbers, 205–206
 - H.450.x services, configuring, 222–225
 - internal call handling, 208–209
 - registering individual numbers with gatekeepers, 207–208
- SIP
 - call forwarding, 232
 - Cisco CME integration, 226
 - DTMF relay, 230
 - role of SIP proxy/registrar/redirect server, 228–229
 - SIP REFER, 231
 - supplementary services, 231
 - two-node topology, 227–228
- VPIM (Voice Profile for Internet Mail)
 - troubleshooting, 822–826
 - tracing voicemail networking, 826–829

W–Z

- workflow scripts, 274
- XML (Extensible Markup Language)
 - applications
 - architecture, 365, 371
 - Cisco CME phone services, 371
 - configuring Cisco CME for, 373
 - example application, 372
 - general phone services, 371
 - Cisco CME customization, 412–419
 - enabling services, 573
- Zero Touch, deploying, 419–431