



# Understanding Inbound and Outbound Dial Peers Matching on IOS Platforms

[TAC Notice: What's Changing on TAC Web](#)

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## Introduction

The purpose of this document is to explain how inbound and outbound dial peers are matched to plain old telephone service (POTS) and Voice-Network call legs.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- [Voice - Understanding Dial Peers and Call Legs on Cisco IOS Platforms](#)
- [Voice - Understanding Inbound and Outbound Dial Peers on Cisco IOS Platforms](#)

## Components Used

This document is not restricted to specific software and hardware versions.

## Conventions

Refer to [Cisco Technical Tips Conventions](#) for more information on document conventions.

# Matching Inbound Dial Peers

## Inbound Dial Peers Elements and Attributes

Three information elements sent in the call set-up message and four configurable dial peer command attributes are used to match dial peers as follows:

- *Inbound* POTS dial peers are associated to incoming POTS call legs on the originating router or gateway.
- *Inbound* Voice-Network dial peers are associated to incoming Voice-Network call legs of the terminating router or gateway. Examples of Voice-Network calls legs are Voice over IP (VoIP), Voice over Frame Relay (VoFR), Voice over ATM (VoATM), and Multimedia Mail over IP (MMoIP).

The four configurable Cisco IOS® dial peer attributes and corresponding call set-up elements are shown here:

Dial Peer Attribute	Description	Call Setup Element (See <a href="#">Table 2</a> )
gwy(config-dial-peer)# <b>incoming called-number DNIS_string</b>	This dial-peer command defines the called number destination or dialed number identification service (DNIS) string. When properly configured, this dial-peer command uses the called number to match the incoming call leg to an inbound dial peer.	Called number (DNIS)
gwy(config-	This dial-peer command defines the originating calling number or automatic number	

dial-peer)# <b>answer-address</b> <i>ANI_string</i>	identification (ANI) string. When properly configured, this dial-peer command uses the calling number to match the incoming call leg to an inbound dial peer.	Calling Number (ANI)
gwy(config-dial-peer)# <b>destination-pattern</b> <i>string</i>	When inbound call legs are matched, this command uses the calling number (originating or ANI string) to match the incoming call leg to an inbound dial peer.  <b>Note:</b> For outbound dial-peers, this command is matched against the called number or DNIS strings.	Calling Number (ANI) for <i>inbound</i> or the Called number (DNIS) strings for outbound
gwy(config-dial-peer)# <b>port</b> <i>port</i>	This dial peer command defines the POTS voice port through which calls to this dial peer are placed.	Voice Port

The three-call set-up elements are:

Call Setup Element	Description
Called number (DNIS)	This is the call destination dial string and is derived from the ISDN set-up message or channel associated signaling (CAS) DNIS.
Calling Number (ANI)	This is a number string that represents the origin and is derived from the ISDN set-up message or CAS ANI. The ANI is also referred to as Calling Line Identification (CLID).
Voice Port	This represents the POTS physical voice port.

## Inbound Dial Peers Matching Process

When the Cisco IOS router or gateway receives a call set-up request, a dial-peer match is made for the incoming call in order to facilitate routing the call to different session applications. This is not a digit-by-digit match, rather the full digit string received in the set-up request is used to match against configured dial peers.

The router or gateway matches the information elements in the set-up message with the dial peer

attributes to select an *inbound* dial peer. The router or gateway matches these items in this order:

1. Called number (DNIS) with **incoming called-number**

First, the router or gateway attempts to match the called number of the call set-up request with the configured **incoming called-number** of each dial-peer. Since call setups always include DNIS information, it is recommended to use the **incoming called-number** command for inbound dial peer matching. This attribute has matching priority over **answer-address** and **destination-pattern**.

2. Calling Number (ANI) with **answer-address**

If no match is found in step 1, the router or gateway attempts to match the calling number of the call set-up request with the **answer-address** of each dial-peers. This attribute may be useful in situations where you want to match calls based on the calling number (originating).

3. Calling Number (ANI) with **destination-pattern**

If no match is found in step 2, the router or gateway attempts to match the calling number of the call set-up request to the **destination-pattern** of each dial-peer. For more information about this, refer to the first bullet in the [Dial Peer Additional Information](#) section of this document.

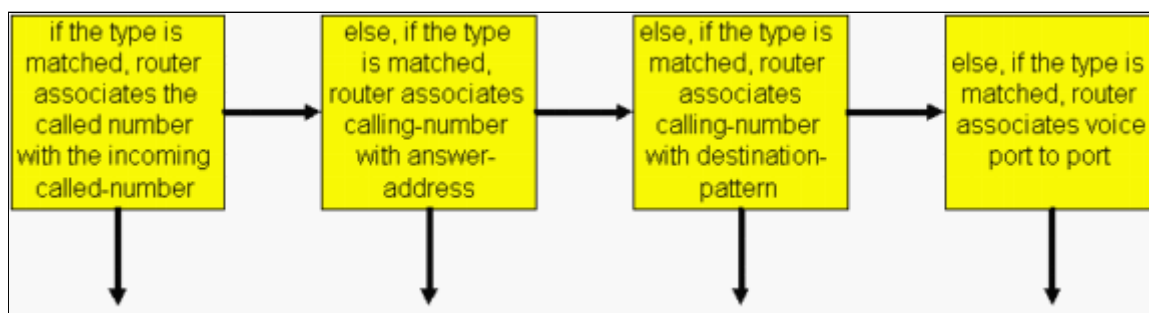
4. Voice-port (associated with the incoming call set-up request) with configured dial peer **port** (applicable for inbound POTS call legs)

If no match is found in the step 3, the router or gateway attempts to match the configured dial-peer **port** to the voice-port associated with the incoming call. If multiple dial-peers have the same port configured, the dial-peer first added in the configuration is matched.

5. If no match is found in the first four steps, then **default dial peer 0 (pid:0)** is used.

**Note:** Step 4 is *not* applicable to voice or dial platforms such as AS5300, AS5350, AS5400, AS5800 and AS5850. If any one of first three steps are not used, then match dial-peer 0, and the call is treated as a dial modem call. This means that customers can get modem tones as opposed to dial tones for inbound calls.

The previous selection process is displayed with this diagram:



The Cisco IOS router or gateway matches only one of these conditions. It is not necessary for all the attributes to be configured in the dial-peer or that every attribute match the call set-up information. Only one condition must be met for the router or gateway to select a dial-peer. The router or gateway

stop to search as soon as one dial peer is matched.

The longest prefix matching criteria applies while each step is performed. At each step, if multiple matches are found, the one with the longest explicit match is chosen. This example helps clarify this concept:

Assume the incoming called number (DNIS) is "81690". Dial peer 2 is matched.

```
dial-peer voice 1 pots
  incoming called-number 8....
  direct-inward-dial
!

dial-peer voice 2 pots
  incoming called-number 816..
  direct-inward-dial
```

**Note:** For *inbound* dial peers, the **session target** command is ignored.

### The Default Dial-Peer 0 peer\_tag=0, pid:0

If no incoming dial-peer is matched by the router or gateway, the inbound call leg is automatically routed to a default dial peer (POTS or Voice-Network). This default dial peer is referred to as **dial-peer 0** or *pid:0*

**Note:** There is an exception to this statement. Cisco voice and dial platforms, such as the AS53xx and AS5800, require that a configured inbound dial peer is matched for incoming POTS calls to be accepted as voice calls. If there is no inbound dial peer match, the call is treated and processed as a dial-up (modem) call.

*Dial-peer 0* (pid:0) has a default configuration that cannot be changed. The default *dial-peer 0* fails to negotiate non-default capabilities, services, and applications such as:

- Non-default Voice-Network capabilities: **dtmf-relay**, **no vad**, so forth, and so on.
- Direct Inward Dial (DID)
- TCL Applications

*Dial-peer 0* for inbound VoIP peers has this configuration:

- any codec
- vad enabled
- no rsvp support
- fax-rate voice

**Note:** The default DSCP for voice is EF codepoint 101110 (RFC 2598), and the default DSCP for signaling is AF31 codepoint 011010 (RFC 2597). The default dial-peer does not mark packets to DSCP 0. All voice packets on the routers are marked by default (this can be overridden by the dial-peer), signaling with AF31 and media with EF. Calls that match the

default dial-peer 0 should also have this behaviour.

*Dial-peer 0* (pid:0) for inbound POTS peers has this configuration:

- no ivr application

For further explanation of this concept, refer to the [Case Study: Understanding Inbound Matching and Default Dial-Peer 0](#) section of this document.

### Special Note on isdn overlap-receiving

There are implications for inbound dial peer matching when **isdn overlap-receiving** is configured on ISDN interfaces. After every digit is received at the ISDN layer, dial peers are checked for matches. If a full match is made, the call is routed immediately (to the session app in this case) without waiting for additional digits. The 'T' terminator can be used to suspend this digit-by-digit matching and force the router or gateway to wait until all digits are received. The 'T' refers to the T302 interdigit timer at the ISDN level, configurable under the serial interface associated with the ISDN interface. ISDN also provides other mechanisms to indicate the end of digits, such as setting the Sending Complete Information Element (IE) in Q.931 information messages.

### Special Note on POTS Calls with Empty Calling Number Field

Assume this configuration:

```
dial-peer voice 1 pots
  destination-pattern 9T
  port 1/0:1
```

Now, assume that an incoming call arrives with no calling number information and is matched with the POTS dial peer based on the **destination-pattern 9T**. In this case, the Cisco IOS router or gateway uses the "9" digit as the calling number and forwards the call to the corresponding device (such as Call Manager or the IOS Gateway). In order to not replace the empty calling number field, create a dummy POTS dial peer with just the command **incoming called-number** configured. Since the **incoming called-number** statement has higher priority than **destination pattern** for inbound POTS matching, dial-peer voice 2 becomes the POTS dial peer used.

```
dial-peer voice 1 pots
  destination-pattern 9T
  port 1/0:1
!
dial-peer voice 2 pots
  incoming called-number .
```

## Matching Outbound Dial Peers

In order to match *outbound* dial peers, the router or gateway uses the dial peer command **destination-pattern called\_number** .

- On POTS dial peers, the **port** command is then used to forward the call.
- On Voice-Network dial peers, the **session target** command is then used to forward the call.

Also, when outbound peers are matched, there are two cases to consider: DID case and non-DID.

## DID (Direct Inward Dial) Case

An incoming dial-peer configured with DID direct-inward-dial looks like this:

```
dial-peer voice 1 pots
  incoming called-number 81690
  voice-port 0:D
  direct-inward-dial
```

On DID calls (also referred to as one-stage dialing), the set-up message contains all the digits necessary to route the call, and the router or gateway should not do subsequent digit collection. When the router or gateway searches for an outbound dial-peer, the device uses the entire incoming dial string. This matching is variable-length by default. This match is not done digit-by-digit because by DID definition, all digits have been received. This example helps clarify this concept:

Assume the DID dial-string is "81690". In this case, the router matches dial peer 4 and forwards the complete dial-string "81690".

```
dial-peer voice 3 voip
  destination-pattern 816
  session target ipv4:172.22.10.1
!
dial-peer voice 4 voip
  destination-pattern 81690
  session target ipv4:172.22.10.1
```

For more information on DID refer to [Voice - Understanding Direct-Inward-Dial \(DID\) on Cisco IOS Digital \(T1/E1\) Interfaces](#).

## Non-DID Case

This case is also referred to as two-stage dialing. If DID is not configured on the matched incoming dial-peer, the router or gateway enters the digit collection mode (digits are collected inband). Outbound dial peer matching is done on a digit-by-digit basis. The router or gateway checks for dial-peer matches after the device has received each digit and then routes the call when a full match is made. These examples help clarify this concept:

Assume the dial-string is "81690". Immediately after the router receives the digit "6", the router matches dial peer 3 and routes the call (forwarding only the digits "816").

```
dial-peer voice 3 voip
  destination-pattern 816
  session target ipv4:172.22.10.1
!
dial-peer voice 4 voip
  destination-pattern 81690
  session target ipv4:172.22.10.1
```

Now assume dial-peer 3 is configured for wild-card matching:

```
dial-peer voice 3 voip
  destination-pattern 816..
  session target ipv4:172.22.10.1
!
dial-peer voice 4 voip
```

```
destination-pattern 81690
session target ipv4:172.22.10.1
```

In this case, the longest-prefix rule applies, and dial peer 4 is matched for the outbound call leg.

## Special Note on Variable-Length Dial Plans

There are situations where expected dial-strings do not have a set number of digits. In such cases, Cisco recommends you configure the "T" terminator on the dial peer **destination-pattern** command in order to use variable-length dial-peers.

The 'T' terminator forces the router or gateway to wait until the full dial-string is received. To achieve this, the 'T' terminator forces the router or gateway to wait until the full dial-string is received. The router or gateway:

- Waits for a set interdigit timeout before the device routes the call.
- Routes the call once the device receives the "#" termination character in the dial-string. For example, if you dialed "5551212#", the "#" indicates to the router that you dialed all the digits and that all digits prior to the "#" should be used to match a dial-peer.

This example helps clarify this concept:

Assume the router in this example receives a call setup with dial-string "95551212" from the network. Dial peer 2 then forwards to the PSTN the digits "5551212".

```
dial-peer voice 2 pots
  destination-pattern 9T
  port 2/0:23
```

Now, assume the dial-string from an inbound POTS interface is "81690".

```
dial-peer voice 3 voip
  destination-pattern 8T
  session target ipv4:172.22.10.1
!
dial-peer voice 4 voip
  destination-pattern 81690T
  session target ipv4:172.22.10.1
```

In this case, the longest-prefix rule applies, and dial peer 4 is matched for the outbound call leg.

### Note:

- The default interdigit timeout is set for 10 seconds. To modify this value, issue the voice-port command **timeouts interdigit seconds** .
- Anytime the "T" is used, "T" must be preceded by a "." or digits (".T" or "555T" for example). If you use "T" alone, the dial-peers act improperly and effect how calls are handled by the router.

## Dial Peer Operational Status

A dial-peer operational status must be administratively up and valid for the dial-peer to be matched. In order to be considered operational, dial-peers must meet one of these conditions: (There are others, but these are the main ones.)

- **Destination-pattern** is configured *and* a **voice-port** or **session target** is also configured.
- **Incoming called-number** is configured.
- **Answer-address** is configured.

For more information, refer to [Voice - Understanding the Operational Status of Dial-Peers on Cisco IOS Platforms](#).

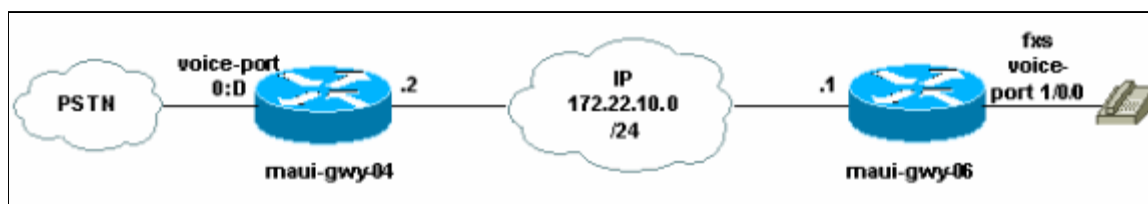
## Dial Peer Additional Information

The dial-peer attribute **destination-pattern** has different behavior when applied to *inbound* or *outbound* call legs:

- For *inbound* dial peers, the **destination-pattern** is matched against the calling number (ANI string).
- For *outbound* dial peers, the **destination-pattern** is matched against called number (DNIS string).

Therefore, a dial-peer with the **destination-pattern** attribute may work for both *outbound* and *inbound* matching.

## Case Study: Understanding Inbound Matching and Default Dial-Peer 0



### Configurations

maui-gwy-04	maui-gwy-06
<pre>!-- &lt;some output omitted&gt; ! version 12.0 service timestamps debug datetime ! hostname maui-gwy-04 ! isdn switch-type primary-ni ! controller T1 0 framing esf</pre>	

<pre> clock source line primary linecode b8zs pri-group timeslots 1-24 ! voice-port 0:D ! !-- This dial-peer is used for !-- inbound DID calls.  Dial-peer voice 1 pots   incoming called-number 8....   direct-inward-dial ! dial-peer voice 3 voip   destination-pattern 8....   DTMF-relay cisco-rtp   session target ipv4:172.22.10.1 ! dial-peer voice 2 pots   destination-pattern 9T   port 0:D ! interface Ethernet0   ip address 172.22.10.2 255.255.255.0   no ip directed-broadcast ! interface Serial0:23   no ip address   no ip directed-broadcast   isdn switch-type primary-ni   isdn incoming-voice modem   fair-queue 64 256 0   no cdp enable </pre>	<pre> ! version 12.2 service timestamps debug datetime ! hostname maui-gwy-06 ! interface Ethernet0/0   ip address 172.22.10.1 255.255.255.0   half-duplex ! !-- FXS port  voice-port 1/0/0 ! dial-peer voice 1 pots   destination-pattern 81560   port 1/0/0 ! dial-peer voice 2 voip   destination-pattern 9.....   session target ipv4:172.22.10.2   DTMF-relay cisco-rtp </pre>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

In this case study, these show and debug commands are used:

- **show call active voice {brief}**—This command displays the contents of the active call table, which shows all of the calls currently connected through the router. In this case, the command is useful in order to display dial-peers and capabilities associated to an active call.
- **debug voip ccapi inout**—This command is useful in order to troubleshoot end-to-end VoIP calls.

```

!--- Action: Call is placed from the PSTN through maui-gwy-04 and terminated
!--- on an FXS port of maui-gwy-06 (called number: "81560")
!--- Notes:
!--- 1)On maui-gwy-04, the incoming call is received on the POTS dial-peer 1,
!--- which is configured for DID.
!--- 2)On maui-gwy-06, no inbound VoIP dial-peer is matched and default
!--- dial-peer=0 is used. Therefore, the DTMF-relay cisco-rtp negotiation
!--- fails.

!-----
!--- Output on maui-gwy-04 (Originating Gateway)
!-----

```

```

maui-gwy-04#show call active voice brief

!--- This information was captured on the call originating gateway
!--- once the call was placed and active.
!---
!--- <some output omitted>
!

<ID>: <start>hs.<index> +<connect> pid:<peer_id> <dir> <addr> <state>
  dur hh:mm:ss tx:<packets>/<bytes> rx:<packets>/<bytes> <state>
  IP <ip>:<udp> rtt:<time>ms pl:<play>/<gap>ms lost:<lost>/<early>/<late>
  delay:<last>/<min>/<max>ms <codec>
Tele <int>: tx:<tot>/<v>/<fax>ms <codec> noise:<l> acom:<l> i/o:<l>/<l> dBm

!--- POTS (keyword Tele) dial-peer 1 is matched inbound (keyword Answer).
!--- This dial-peer was matched based on condition 1 of the Matching Inbound
!--- Dial Peers section of this document.

87   : 415666267hs.1 +107 pid:1 Answer active
     dur 00:00:20 tx:101/791 rx:100/3200
     Tele 0:D:93: tx:20600/2000/0ms g729r8 noise:-56 acom:0 i/o:-55/-70 dBm

!--- VoIP (keyword IP) dial-peer 3 is matched outbound (keyword Originate).
!--- This dial-peer was matched based on the destination-pattern command.

87   : 415666268hs.1 +106 pid:3 Originate 81560 active
     dur 00:00:20 tx:100/2000 rx:101/1991
     IP 172.22.10.1:18160 rtt:2ms pl:1990/40ms lost:0/1/0 delay:69/69/70ms g729r8

maui-gwy-04#show call active voice

!--- <some output omitted>
!--- With the show call active voice command, you see that DTMF-relay Cisco
!--- RTP was partially negotiated.

VOIP:
RemoteIPAddress=172.22.10.1
RemoteUDPPort=18160
RoundTripDelay=4 ms
SelectedQoS=best-effort
tx_DtmfRelay=cisco-rtp
SessionProtocol=cisco
SessionTarget=ipv4:172.22.10.1
VAD = enabled
CoderTypeRate=g729r8
CodecBytes=20
SignalingType=cas

!-----
!-- Output on maui-gwy-06 (Terminating Gateway)
!-----

maui-gwy-06#show call active voice brief

!--- This information was captured once the call was placed and active.
!---
!--- <some output omitted>
!--- Notice that in this case, default VoIP(keyword IP) dial-peer 0 was
!--- matched inbound.

```

```
Total call-legs: 2
87 : 257583579hs.1 +105 pid:0 Answer active
dur 00:10:03 tx:1938/37069 rx:26591/531820
IP 172.22.10.2:18988 rtt:lms pl:528740/160ms lost:0/1/0 delay:50/50/70ms
g729r8

87 : 257583580hs.1 +104 pid:1 Originate 81560 active
dur 00:10:05 tx:26648/532960 rx:1938/37069
Tele 1/0/0 (96): tx:605710/37690/0ms g729r8 noise:-46 acom:
0 i/0:-46/-61 dBm
```

```
maui-gwy-06#show call active voice
```

```
!--- <some output omitted>
!--- Notice that DTMF-relay cisco rtp was NOT negotiated on this end.
```

```
Total call-legs: 2
VOIP:
RemoteIPAddress=172.22.10.2
RoundTripDelay=2 ms
SelectedQoS=best-effort
tx_DtmfRelay=inband-voice
FastConnect=FALSE
Separate H245 Connection=FALSE
H245 Tunneling=FALSE
SessionProtocol=cisco
VAD = enabled
CoderTypeRate=g729r8
CodecBytes=20
SignalingType=ext-signal
```

```
!-- Output from debug voip ccapi inout.
!--- <Only relevant output has been captured>

!--- Inbound VoIP call leg is matched to default dial-peer 0.
!--- In this case, notice that maui-gwy-06 did not receive the calling
!--- number (ANI). Therefore, voip dial-peer 2 was not matched based on
!--- condition 3 of the Matching Inbound Dial Peers section of this document.
```

```
*Mar 30 19:30:35: cc_api_call_setup_ind (vdbPtr=0x620AA230,
  callInfo={called=81560,
    called_oct3=0 calling=,calling_oct3=0x0,calling_oct3a=0x0,
calling_xlated=false,
    subscriber_type_str=Unknown, fde,peer_tag=0, prog_ind=0},
callID=0x62343650)
*Mar 30 19:30:35: cc_api_call_setup_ind (vdbPtr=0x620AA230,
callInfo={called=81560,
  calling=, fd1 peer_tag=0}, callID=0x62343650)
*Mar 30 19:30:35: >>>>CCAPI handed cid 95 with tag 0 to app "DEFAULT"
.....
```

```
!--- Outbound POTS dial-peer 1 is matched.
```

```
*Mar 30 19:30:35: ssaSetupPeer cid(95) peer list: tag(1)
  called number (81560)
*Mar 30 19:30:35: ccCallSetupRequest (Inbound call = 0x5F,
```

```

outbound peer =1, dest=,
    params=0x621D4570 mode=0, *callID=0x621D48D8, prog_ind = 0)
*Mar 30 19:30:35: peer_tag=1

```

Now, to match the inbound VoIP dial-peer 2 on **maui-gwy-06** add this command:

```

maui-gwy-06#config t
Enter configuration commands, one per line.  End with CNTL/Z.
maui-gwy-06(config)#dial-peer voice 2 voip

!--- This command uses the DNIS(called number)to match the inbound call leg
!--- to the dial-peer.

maui-gwy-06(config-dial-peer)#incoming called-number 8....

```

This is a snapshot of the **maui-gwy-06** configuration after additional configuration:

```

!--- <Some output omitted>

dial-peer voice 1 pots
 destination-pattern 81560
 port 1/0/0
!
dial-peer voice 2 voip
 incoming called-number 8....
 destination-pattern 9....
 session target ipv4:172.22.10.2
 dtmf-relay cisco-rtp
!

```

```

!--- Action: Call is placed from the PSTN through maui-gwy-04 and terminated
!--- in an FXS port of maui-gwy-06 (called number: "81560").
!--- Notes:
!--- 1)On maui-gwy-04, the incoming call is received on the POTS dial-peer 1,
!--- which is configured for DID.
!--- 2)On maui-gwy-06, dial-peer 2 voip is matched inbound, and dtmf-relay
!--- Cisco RTP is negotiated.

```

```

-----
!--- Output on maui-gwy-06 (Terminating Gateway)
-----

```

```

maui-gwy-06#show call active voice brief

```

```

!--- <some output omitted>

```

```

Total call-legs: 2

```

```

!--- Notice that in this case, the inbound VoIP call leg is matched to
!--- dial-peer 2 VOIP.

```

```

8B   : 258441268hs.1 +176 pid:2 Answer active
      dur 00:01:01 tx:485/8768 rx:2809/56180
      IP 172.22.10.2:16762 rtt:2ms pl:52970/120ms lost:0/1/0 delay:
      60/60/70ms g729r8

```

```
8B : 258441269hs.1 +175 pid:1 Originate 81560 active
dur 00:01:02 tx:2866/57320 rx:512/9289
Tele 1/0/0 (98): tx:64180/9640/0ms g729r8 noise:-46 acom:
0 i/0:-46/-61 dBm
```


```
maui-gwy-06#show call active voice
```

```
!--- <some output omitted>
!--- Notice that dtmf-relay cisco rtp was successfully negotiated.
```

```
VOIP:
RemoteIPAddress=172.22.10.2
RoundTripDelay=1 ms
SelectedQoS=best-effort
tx_DtmfRelay=cisco-rtp
FastConnect=FALSE
Separate H245 Connection=FALSE
H245 Tunneling=FALSE
SessionProtocol=cisco
SessionTarget=
VAD = enabled
CoderTypeRate=g729r8
CodecBytes=20
SignalingType=cas
```

---

## Related Information

- [Voice - Understanding Dial Peers and Call Legs on Cisco IOS Platforms](#)
- [Voice - Understanding Inbound and Outbound Dial Peers on Cisco IOS Platforms](#)
- [Voice - Understanding the Operational Status of Dial-Peers on Cisco IOS Platforms](#)
- [Voice - Understanding Direct-Inward-Dial \(DID\) on Cisco IOS Digital \(T1/E1\) Interfaces](#)
- [Configuring Dial Plans, Dial Peers, and Digit Manipulation](#)
- [VoIP - Understanding Codecs: Complexity, Support, MOS, and Negotiation](#)
- [Voice Technology Support](#)
- [Voice and IP Communications Product Support](#)
- **Recommended Reading:** [Troubleshooting Cisco IP Telephony](#) 
- [Technical Support Documentation - Cisco Systems](#)

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