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# MeetingPlace Server Telephony Onsite Verification Procedures

Document ID: 60130

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## **Introduction**

### **Prerequisites**

- Requirements

- Components Used

- Conventions

### **Items to Verify Before You Go Onsite**

- Pre Configuration

### **Items to Verify Before You Start Your Onsite Work**

- Configuration

- Operation

### **Items to Verify After the Onsite Work**

- Test Incoming and Outgoing Calls

### **Related Information**

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## **Introduction**

This document outlines verification procedures to use before you go onsite, before you start onsite work, and after you complete any Cisco MeetingPlace Server Telephony onsite work.

## **Prerequisites**

### **Requirements**

There are no specific requirements for this document.

### **Components Used**

The information in this document is based on all versions of Cisco MeetingPlace.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### **Conventions**

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

## **Items to Verify Before You Go Onsite**

### **Pre Configuration**

Complete these verification steps before you go onsite:

1. Ensure that the T1(s) are installed and ready to go.
2. Ensure that the E1(s) are installed and ready to go.

**Note:** This is applicable to International Cisco MeetingPlace systems only.

3. Ensure that you have Cisco MeetingPlace server phone numbers assigned.

**Note:** This is applicable to standalone systems only, 800, local, or extension.

4. Ensure that each conference server have a separate phone number.

**Note:** This is applicable to networked systems only.

## Items to Verify Before You Start Your Onsite Work

### Configuration

Complete these configuration steps before you start your onsite work.

1. Ensure that the license keys for Access and Configuration ports match the hardware that is installed.
2. Fill in the main number for Telephony access.
3. Issue the **dcard** command in order to see if the DTI cards are configured.
4. Issue the **ecard** command in order to see if the ETI cards are configured.

**Note:** This is applicable to International Cisco MeetingPlace systems only.

5. Issue the **span** command in order to configure spans (recommend Extended Superframe (ESF)/binary 8-zero substitution (B8ZS), external timing, and sync priority set consecutively).
6. Issue the **elspan** command in order to configure the spans.

**Note:** This is applicable to International Cisco MeetingPlace systems only.

7. Issue the **port** command to see if the ports are configured (wink start for trunks and loop start for line-side T-1s).
8. Issue the **port** command to see if the ports are configured.

- a. Check the Euro-ISDN.

**Note:** This is applicable to International Cisco MeetingPlace systems only.

- b. Check the Digital Private Network Signaling System (DPNSS). This is for UK systems and behind a PBX.
9. Verify that the PBX/Telco signaling setting is set the same as Cisco MeetingPlace.
10. Ensure that the CSU is in place and configured, if PBX is over 655 feet away, or if Telco provides T-1s.
11. Ensure that the CSU is in place and configured, if PBX is over 182 meters away, or if Telco provides E-1s.

**Note:** This is applicable to International Cisco MeetingPlace systems only.

12. Ensure that the E-1 cables match the ETI cards.

**Note:** This is applicable to International Cisco MeetingPlace systems only.

- a. Ensure that 120 ohm is used for the RJ45 socket EuroISDN.
- b. Ensure that 75 ohm is used for BNC (female) DPNSS.
13. Ensure that the Analog ports provide positive disconnect supervision (if applicable).

14. Check to see if all of the digits are blocked that come into the Cisco MeetingPlace server (from the PBX/Telco).

## Operation

Complete these steps.

1. Issue the **alarm** command in order to see if there are any T-1/E-1 alarms.
2. Issue the **spanstat** command in order to see if all the spans are up.
3. Issue the **spanstat s** command in order to see if there are any errors on the spans.
4. Issue the **spanstat all** command for wink start trunks to check that all of the idle ports show **00** and busy ports show **33**.
5. Issue the **spanstat all** command for loop start trunks to check that all of the idle ports show **11** and busy ports show **31**.
6. Issue the **spanstat all** command for ground start trunks to see that all of the idle ports show **13** and busy ports show **31**.
7. If spans are down, check to see if a crossover cable was attempted.
8. Issue the **hwconfig** command to check that the server sees all of the hardware.
9. If the server cannot see all of the Telephony cards, check to see if the straps and switches are verified.
10. Ensure that the Analog ports are connected to every other pair of the cable and verified with a test-set (if applicable).

## Items to Verify After the Onsite Work

### Test Incoming and Outgoing Calls

Complete these steps in order to test incoming and outgoing calls.

1. Ensure that the Cisco MeetingPlace server answers with "Welcome to MeetingPlace" when the access number is dialed.
2. If the server answers with anything else, check to see if the PBX/Telco sends any digits. You can check this with the **cptrace t** command. The PBX/Telco should suppress all digits and Cisco MeetingPlace answers upon seizure.
3. Check that the Telecom person (PBX/Telco) has shared how the calls are sequenced. Will they hunt low-to-high or high-to-low (preferred)?
4. Issue the **spanstat all** command in order to check that the port shows **03** for a moment and then answers and shows **33** for wink start trunks when an incoming call hits a Cisco MeetingPlace server.
5. Issue the **spanstat all** command in order to check that the port shows **10,11** for a moment and then answers and shows **31** for loop and ground start trunks when an incoming call hits the Cisco MeetingPlace server.
6. Issue the **activity** command with option **4** in order to check that you get connected when you attempt an outdial. Remember to include the **9** before the number when you connect to a PBX.
7. If the outdial fails, check to see if the PBX/Telco restricts the call.
8. Issue the **atistat** command in order to check if you see an **X** and when Cisco MeetingPlace answers that you see **X X** when an incoming call hits the Analog ports (if applicable).
9. Issue the **alarm** command in order to see if there are any T-1/E-1 alarms.
10. Issue the **spanstat s** command in order to see if there are any span errors.

You can clear the errors with the **spanstat cl** command. Wait a few minutes and use the **spanstat s** command again to see if any of the span errors return.

## Related Information

- **Voice Technology Support**
  - **Voice and IP Communications Product Support**
  - **Recommended Reading: Troubleshooting Cisco IP Telephony**
  - **Technical Support – Cisco Systems**
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