



Preface

This preface discusses the objectives, audience, organization, and conventions of this document. It also provides sources for obtaining documentation from Cisco Systems.

Documentation Objectives

This document describes the tasks and commands necessary to configure and maintain Cisco Survivable Remote Site (SRS) Telephony for systems with Cisco CallManager V3.0.5 and higher.

Audience

This document is intended primarily for users who configure and maintain Cisco SRS Telephony but who may not be familiar with the tasks, the relationship between tasks, or the Cisco IOS software commands necessary to perform particular tasks. This configuration guide is also intended for those users experienced with Cisco SRS Telephony who need to know about new features, new configuration options, and new software characteristics in the current Cisco IOS software release.

Documentation Organization

This document consists of the chapters listed in [Table 1](#).

Table 1 Chapter Contents of Cisco SRS Telephony Document

	Title	Contents
Chapter 1	Cisco SRS Telephony Overview	Product description, history, and reference information
Chapter 2	Cisco SRS Telephony Configuration	Prerequisites, restrictions, background information about Cisco SRS Telephony, and descriptions of how to perform basic, required configuration, and additional configuration tasks for the following features: <ul style="list-style-type: none"> • Unmatched dial-peer routing • Cisco IP phone date and time display formats • Phone setting based on MAC addresses • Keepalive intervals • Default destinations for incoming calls • Global prefixes • Call transfers from Cisco IP phones to other phone numbers • Trunk access codes • Message button phone numbers • Class of restriction (COR) on the dial peers associated with directory numbers • Call forwarding during a busy signal or no answer • Translation rules for numbers dialed on Cisco IP phones • Interdigit timeout value for all Cisco IP phones attached to the router • Music on hold • Dial-peer hunting • Additional language options for IP phone display
Chapter 3	Command Reference	Cisco SRS Telephony commands

- “Cisco SRS Telephony Configuration,” which Documentation Conventions

Within Cisco IOS software documentation, the term *router* is generally used to refer to a variety of Cisco products (for example, routers, access servers, and switches). Routers, access servers, and other networking devices that support Cisco IOS software are shown interchangeably within examples. These products are used only for illustrative purposes; that is, an example that shows one product does not necessarily indicate that other products are not supported.

The Cisco IOS documentation set uses the following conventions:

Convention	Description
^ or Ctrl	The ^ and Ctrl symbols represent the Control key. For example, the key combination ^D or Ctrl-D means hold down the Control key while you press the D key. Keys are indicated in capital letters but are not case sensitive.
<i>string</i>	A string is a nonquoted set of characters shown in italics. For example, when setting an SNMP community string to public, do not use quotation marks around the string or the string will include the quotation marks.

Command syntax descriptions use the following conventions:

Convention	Description
boldface	Boldface text indicates commands and keywords that you enter literally as shown.
<i>italics</i>	Italic text indicates arguments for which you supply values.
[x]	Square brackets enclose an optional element (keyword or argument).
	A vertical line indicates a choice within an optional or required set of keywords or arguments.
[x y]	Square brackets enclosing keywords or arguments separated by a vertical line indicate an optional choice.
{x y}	Braces enclosing keywords or arguments separated by a vertical line indicate a required choice.

Nested sets of square brackets or braces indicate optional or required choices within optional or required elements. For example:

Convention	Description
[x {y z}]	Braces and a vertical line within square brackets indicate a required choice within an optional element.

Examples use the following conventions:

Convention	Description
screen	Examples of information displayed on the screen are set in Courier font.
boldface screen	Examples of text that you must enter are set in Courier bold font.
< >	Angle brackets enclose text that is not printed to the screen, such as passwords.
!	An exclamation point at the beginning of a line indicates a comment line. (Exclamation points are also displayed by the Cisco IOS software for certain processes.)
[]	Square brackets enclose default responses to system prompts.

The following conventions are used to attract the attention of the reader:



Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

**Note**

Means *reader take note*. Notes contain helpful suggestions or references to materials not contained in this manual.

**Timesaver**

Means the *described action saves time*. You can save time by performing the action described in the paragraph.

Obtaining Documentation

These sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com>

Translated documentation is available at this URL:

http://www.cisco.com/en/US/swassets/sw274/sitewide_country_language_selector.html

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Ordering Documentation

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the **Fax** or **Email** option in the “Leave Feedback” section at the bottom of the page.

You can e-mail your comments to bug-doc@cisco.com.

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

If you want to obtain customized information and service, you can self-register on Cisco.com. To access Cisco.com, go to this URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.