

Preface

Revised: December 4, 2009, OL-12777-10

This preface describes the objectives, audience, organization, and conventions of this document and explains how to find additional information on related products and services.

Document History

Cisco BTS 10200 Softswitch Release	Change Date	Changes
Release 5.0	4 Dec 2009	Updated the provisioning steps for the “Calling Name Delivery” section on page 7-54.
Release 5.0	28 July 2009	Updated the Announcement Provisioning section in the “No Solicitation Announcement” section on page 7-97. Updated the Think Engine/IPUnity Ann ID for Release Cause Number 1172 in Appendix A, “Release Cause Codes and Announcement IDs”.
Release 5.0	13 May 2009	Enhanced the Office Provisioning steps in “Automatic Recall” section on page 7-22 and updated the announcement ID for Release Cause Code 1145. Updated the provisioning steps in “Provisioning for IVR Collection of Account/Authorization Codes” section on page 7-63.
Release 5.0	25 Nov 2008	Updated the “Multiline Variety Package” section on page 7-92
Release 5.0	15 Oct 2008	Enhanced the provisioning steps for Two-Level AR Activation. See the “Two-Level AR Activation” section on page 7-27.
Release 5.0	18 June 2008	Added information regarding Block All Inbound Calls Provisioning. See the “Block All Inbound Calls” section on page 7-31.
Release 5.0	29 May 2008	Updated the office provisioning for Termination Attempt Trigger (TAT) in Chapter 7, “Feature Provisioning.”

Cisco BTS 10200 Softswitch Release	Change Date	Changes
Release 5.0	27 May 2008	Updated the provisioning for Hotline, Hotline-Variable, and Warmline in the Chapter 7, “Feature Provisioning.”
Release 5.0	20 Feb 2008	Updated the provisioning in the “Two-Level AR Activation” section on page 7-27.
Release 5.0	13 Feb 2008	Adding Chapter 14, “SIP Subscriber Provisioning.”
Release 5.0	26 Dec 2007	<p>Added the Enum Provisioning chapter. See the “ENUM Provisioning” section on page 15-1.</p> <p>Added information regarding Multiline Variety Package Provisioning. See the “Multiline Variety Package” section on page 7-92.</p> <p>Added information regarding provisioning the Seasonal Suspend feature. See the “Seasonal Suspend Provisioning for MR1 and Earlier” section on page 7-133 and “Seasonal Suspend Provisioning for MR1.1 and Later” section on page 7-138.</p> <p>Added information regarding the provisioning the TMB and GMB features. See the “Terminal and Group Make Busy Services” section on page 7-155.</p>
Release 5.0		First issue of this document for Release 5.0.

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Document Objective

This document provides the information you need for provisioning your Cisco BTS 10200 Softswitch.

Audience

The primary audience for this document is Cisco BTS 10200 Softswitch users, network operators, and administrators who have experience in the following areas:

- Telecommunications network operations
- Data network operations
- SS7 protocols, switching, and routing
- Telecommunications hardware
- Data network hardware

In addition, the following audiences may find this document useful:

- Software and hardware installers
- Network designers

Document Conventions



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.



Tip

Means *the following information might help you solve a problem*.



Timesaver

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

Documentation Suite

The complete documentation set for Release 5.0 is located at the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/bts10200/bts5_0/index.htm

At the above site, you can see related documentation about the Cisco BTS 10200 Softswitch software, including:

- [Cisco BTS 10200 Softswitch Release Notes](#)
- [Cisco BTS 10200 Softswitch Command Line Interface Reference Guide](#)
- [Cisco BTS 10200 Softswitch System Description](#)
- [Cisco BTS 10200 Softswitch Network and Subscriber Descriptions](#)
- [Cisco BTS 10200 Softswitch Operations and Maintenance Guide](#)
- [Cisco BTS 10200 Softswitch Troubleshooting Guide](#)
- [Cisco BTS 10200 Softswitch Billing Interface Guide](#)

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and access to other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

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

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco web sites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have 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.

Registered Cisco.com users can order the Documentation CD-ROM (product number DOC-CONDOCCD=) through the online Subscription Store:

<http://www.cisco.com/cgi-bin/marketplace/welcome.pl>

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

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/en/US/partner/ordering/index.shtml>
- Registered Cisco.com users can order the Documentation CD-ROM (Customer Order Number DOC-CONDOCCD=) 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. On the Cisco Documentation home page, click **Feedback** at the top 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: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

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

Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com 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

To obtain customized information and service, you can self-register on Cisco.com at this URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco 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 website and the Cisco TAC Escalation Center. The avenue of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- Severity level 4 (S4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.

- Severity level 3 (S3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Severity level 2 (S2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Severity level 1 (S1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Cisco TAC Website

You can use the Cisco TAC website to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC website, go to this URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. Some services on the Cisco TAC website require a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

<http://tools.cisco.com/RPF/register/register.do>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

<http://www.cisco.com/en/US/support/index.html>

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC website so that you can describe the situation in your own words and attach any necessary files.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco monthly periodical that provides industry professionals with the latest information about the field of networking. You can access *Packet* magazine at this URL:
http://www.cisco.com/en/US/about/ac123/ac114/about_cisco_packet_magazine.html
- *iQ Magazine* is the Cisco monthly periodical that provides business leaders and decision makers with the latest information about the networking industry. You can access *iQ Magazine* at this URL:
http://business.cisco.com/prod/tree.taf%3fasset_id=44699&public_view=true&kbns=1.html
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in the design, development, and operation of public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:
http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html
- Training—Cisco offers world-class networking training, with current offerings in network training listed at this URL:
http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html

