



# Preface

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This preface describes who should read this publication and its document conventions.

The preface includes the following topics:

- [Overview, page xi](#)
- [Audience, page xii](#)
- [Related Documentation, page xii](#)
- [Online Help and Document Conventions, page xiii](#)
- [Obtaining Documentation, page xv](#)
- [Obtaining Technical Assistance, page xvii](#)
- [Obtaining Additional Publications and Information, page xix](#)

## Overview

The Cisco Emergency Responder Administration Guide 1.2 provides you with the information you need to understand, install, configure, manage, and use the Cisco Emergency Responder (Cisco ER) 1.2 application.

# Audience

Network engineers, system administrators, and telecom engineers should review this guide to learn the steps required to properly set up Cisco Emergency Responder (Cisco ER) in the network. Because of the close interaction of Cisco ER with Cisco CallManager, you should be familiar with Cisco CallManager before deploying Cisco ER.

Security personnel should read the *Cisco Emergency Responder User's Guide 1.2*.

# Related Documentation

For information about Cisco CallManager and additional information about Cisco Emergency Responder (Cisco ER), refer to the following publications.

- These Cisco ER documents are available at:

<http://www.cisco.com/univercd/cc/td/doc/product/voice/respond/index.htm>

- *Release Notes for Cisco Emergency Responder 1.2*
- *Cisco Emergency Responder User's Guide 1.2* (also built into the end-user interface as the online help system)

- Cisco CallManager installation documents are available at:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm)

- Cisco CallManager operating system installation documents are available at:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel\\_os/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/index.htm)

- Cisco CallManager backup and restore documents are available at:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/3\\_3/install/backup/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/install/backup/index.htm)

- CiscoWorks IP Telephony Environment Monitor (ITEM) documents are available at:

<http://www.cisco.com/en/US/products/sw/cscowork/index.html>

# Online Help and Document Conventions

The online help system for Cisco Emergency Responder (Cisco ER) provides task-oriented help and context-sensitive online help that is available from every window that contains a Help menu or button.

The help system includes an index and is organized the same way as the Cisco ER documentation set.

- [Using the Online Help, page xiii](#)
- [Document Conventions, page xiv](#)

## Using the Online Help

You can access online help in any of these ways:

- From the Help menu:
  - Access help for the page you are viewing by selecting **Help>For This Screen**.
  - Access the contents of the online help system by selecting **Help>Contents and Index**.
- For a printed version of the manual associated with the application, or to view or search an Adobe Acrobat version of the help system, click the **View PDF** button in the top frame of the help system. If you have Adobe Acrobat installed (either as an independent application or as a plug-in to your browser), the document opens.

From Acrobat, you can search the entire manual, print the entire manual or selected pages, or read the manual online.

## Document Conventions

This publication uses the following conventions:

Convention	Description
<b>boldface</b> font	Commands and keywords are in <b>boldface</b> .
<i>italic</i> font	Arguments for which you supply values are in <i>italics</i> .
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in <code>screen</code> font.
<b>boldface screen</b> font	Information you must enter is in <b>boldface screen</b> font.
<i>italic screen</i> font	Arguments for which you supply values are in <i>italic screen</i> font.
<b>Action &gt; Reports</b>	Command paths in a graphical user interface (GUI).

Notes use the following convention:



### Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Cautions use the following convention:



### Caution

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

# Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and 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 websites can be accessed from this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](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 regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

[http://www.cisco.com/en/US/partner/ordering/ordering\\_place\\_order\\_ordering\\_tool\\_launch.html](http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html)

All users can order monthly or quarterly subscriptions through the online Subscription Store:

<http://www.cisco.com/go/subscription>

## Ordering Documentation

You can find instructions for ordering documentation at this URL:

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpk/pdi.htm](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>

- 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](mailto:bug-doc@cisco.com).

You can submit comments by using the response card (if present) 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://tools.cisco.com/RPF/register/register.do>

## Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The type 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:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration. There is little or no impact to your business operations.
- Priority level 3 (P3)—Operational performance of the network is impaired, but most business operations remain functional. You and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.
- Priority level 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively impacted by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.
- Priority level 1 (P1)—An existing network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

## Cisco TAC Website

The Cisco TAC website provides online documents and tools to help troubleshoot and resolve technical issues with Cisco products and technologies. 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/tac/caseopen>

If you have Internet access, we recommend that you open P3 and P4 cases online so that you can fully describe the situation 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 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.

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the *Cisco Product Catalog* at this URL:

[http://www.cisco.com/en/US/products/products\\_catalog\\_links\\_launch.html](http://www.cisco.com/en/US/products/products_catalog_links_launch.html)

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. 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 quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access *Packet* magazine at this URL:

<http://www.cisco.com/go/packet>

- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating 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](http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html)

- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

[http://www.cisco.com/en/US/learning/le31/learning\\_recommended\\_training\\_list.html](http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html)