



## Preface

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This chapter describes the objectives and organization of the Cisco MGCP IP Phone Administrator Guide, Release 5.0 and Release 5.1 and explains how to find additional information on related products and services. This chapter contains the following sections:

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## Overview

The *Cisco MGCP IP Phone Reference Guide* provides information about how to setup, connect cables to, and configure a Cisco MGCP IP phone 7940 or 7960 (hereafter referred to as a Cisco MGCP IP phone). It also provides information on how to configure settings and options of the Cisco MGCP IP phone.

## Who Should Use This Guide

Network engineers, system administrators, or telecommunication engineers should use this guide to learn the steps required to properly set up the Cisco MGCP IP phone on the network.

The tasks described are considered to be administration-level tasks and are not intended for end-users of the phones. Many of the tasks involve configuring network settings which could affect the phone's ability to function in the network and require an understanding of IP networking and telephony concepts.

# Objectives

The *Cisco MGCP IP Phone Administrator Guide, Release 5.0 and Release 5.1* provides necessary information to get the Cisco MGCP IP phone operational in a Voice-over-IP (VoIP) network.

It is not the intent of this administrator guide to provide information on how to implement an MGCP VoIP network. For information on implementing an MGCP VoIP network, refer to the documents listed in the “[Related Documentation](#)” section on page viii.



## Note

Many features available on your Cisco MGCP IP phone are determined by the call agent (CA) in your network. Some features described here may not be available through your CA. Consult your CA documentation for more information.

# Document Organization

The chapters in this document are as follows:

- [Chapter 1, “Product Overview”](#)—Gives an introduction to the Cisco MGCP IP phone.
- [Chapter 2, “Installing the Cisco MGCP IP Phone”](#)—Provides information needed to install the Cisco MGCP IP phone.
- [Chapter 3, “Configuring the Cisco MGCP IP Phone”](#)—Provides configuration information for the Cisco MGCP IP phone.
- [Chapter 4, “Using the Cisco MGCP IP Phone”](#)—Tells you how to use the Cisco MGCP IP phone.
- [Chapter 5, “Monitoring and Maintaining the Cisco MGCP IP Phone”](#)—Lists and describes debugging commands and other commands that can be used to troubleshoot the phone and network.
- [Appendix A, “Translated Safety Warnings”](#)—Contains translated safety warnings for the Cisco MGCP IP phone.

# Related Documentation

The following is a list of related Cisco MGCP VoIP publications. For more information about implementing an MGCP VoIP network refer to the following publications:

- [Cisco IP Phone 7960 and 7940 Series At a Glance](#)
- [Regulatory Compliance and Safety Information for the Cisco IP Phone 7960, 7940, and 7910 Series](#)
- [Installing the Wall Mount Kit for the Cisco IP Phone](#)

The following is a list of Cisco VoIP publications that provide information about implementing a VoIP network:

- [Cisco IOS Voice Library](#), Release 12.3
- [Cisco IOS Voice Command Reference](#), Release 12.3
- [Cisco IOS IP Configuration Guide](#), Release 12.3
- [Cisco IOS IP Command Reference, Volume 1 of 3: Addressing and Services](#), Release 12.3
- [Cisco IOS IP Command Reference, Volume 2 of 3: Routing Protocols](#), Release 12.3
- [Cisco IOS IP Command Reference, Volume 3 of 3: Multicast](#), Release 12.3

**Note**

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Be sure to consult your CA documentation for information on features that may be specific to your CA.

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## Document Conventions

This document uses the following conventions:

- Commands and keywords are in **boldface** font.
- Arguments for which you supply values are in *italic* font.
- Elements in square brackets ( [ ] ) are optional.
- Alternative keywords are grouped in braces and separated by vertical bars (for example, { x | y | z } ).
- Optional alternative keywords are grouped in brackets and separated by vertical bars (for example, [ x | y | z ] ).
- Terminal sessions and information the system displays are in `screen` font.
- Information you must enter is in **boldface screen** font.

Notes use the following conventions:

**Note**

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

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Cautions use the following conventions:

**Caution**

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

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Warnings use the following conventions:

**Warning**

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**This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. (To see translations of the warnings that appear in this publication, refer to the [Appendix A "Translated Safety Warnings."](#)**

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## 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 web sites 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 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/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>
- 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](mailto: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:

- 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.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.

- Priority level 1 (P1)—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.

- 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 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](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](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](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](http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html)

