

### INDEX

# **Symbols**

μ-law, 59

## **Numerics**

```
10-high-day (10HD) busy period, 416
1750 series routers, 91
2600 series routers, 92-94
     configuring, 147-148
     digital T1/E1 packet voice trunk, 103-104
     PVDM, 103
     VICs, 102
     voice/fax network module, 101-102
3600 series routers, 95
     Cisco 3620 modular access routers, 95
     Cisco 3640 modular access routers, 95
     Cisco 3660 modular access routers, 95
     configuring, 148, 150-151
     digital T1/E1 packet voice trunk, 103-104
     hardware, verifying installation, 156
     PVDM, 103
     VICs, 102
         port addressing, 155
         selecting, 154-155
         assembly, 155
         selecting, 152
     voice/fax network module, 101-102
7200 series routers, 112-114
7500 series routers, 114, 117
```

## A

```
A bit, 73
ABBH (average bounding busy hour), 416
ABCD bit pattern, 74
robbed bit format, 76
trunk configuration, 237–239
ABR (available bit rate), 308
access codes, 124
access gateways, 375
```

```
access layer, 9
    in new-world networks, 18
access numbers, pilot number, 374
access servers, AS5300, 107
         DSP module, 170
         DSP module, selecting, 172
         feature card module, 170
         feature cards, selecting, 171–172
         MICA (modem ISDN channel
            aggregation), 170
         setting up, 168
ACD, 421-422
adaptive differential pulse code modulation
  (ADPCM), 431
adding string description to voice ports, 185
address signaling, 36, 417
Ad-Hoc conferences, 391
adjunct control PBXs, 406
adjusting
    voice port timing parameters, 212-213
    voice quality, 203
admission control, 349
    CCM, 381-383
ADPCM (adaptive differential pulse code
  modulation), 431
advanced router systems (ARSs), Cisco 7500 series,
  114, 117
A-law, 59
alert signaling, 418
alerting indicators, 38
allocation of bandwidth in voice networks, 381–383
analog signaling
    coding, 61
    delay-start, 35
    digitization
         compression, 61-64
         encoding process, 60–61
         quantization process, 58-60
         sampling, 56-57
    immediate-start, 36
    supervisory, 28
    wink-start, 34-35
analog technologies
    access gateways, 375
```

E&M signaling

Type I lines, 42–43	ARS (advanced router systems), Cisco 7500 series
Type II lines, 43	114, 117
Type III lines, 44	AS5300s
Type IV lines, 44	DSP module, selecting, 172
Type V lines, 46	feature cards, selecting, 170–172
hybrid 2-to 4-wire conversion, balanced, 49	MICA (modem ISDN channel aggregation),
telephones	170
dialer, 27	setting up, 168
glare, 30	assembling VNM/VIC for 3600 routers, 155
handset, 26	assigning DLCIs to Frame Relay subinterfaces,
hybrid 2- to 4-wire converter, 27	270–271
placing a call, 23–26	ATM (Asynchronous Transfer Mode)
power supply, 40	architectural requirements, 308
ringer, 27	bandwidth, calculating, 312
sidetone, 27	configuration commands
switch hook, 27	dial-peer voice voatm, 324
trunks, 46–47	encapsulation, 320
CO trunks, 47	inarp parameter, 325
DID/DOD trunks, 48	interface atm, 319
FXO trunks, 47–48	mode, 316, 318-319
FXS, 48	pvc name, 319
private trunk lines, 47	session target, 324
telco trunks, 48	vbr-rt, 322
voice-grade channels, bandwidth, 56	MC3810 fixed prioritization, 314–316
voice networks, 6	MFT (Multiflex Trunk), 311
cable connections, configuring on	PVCs, virtual template parameters, 321
MC3810, 166–167	SAR, 309
echo, 49–50	service classes, 308–309
voice ports, configuring, 182–183	minimizing delay, 310
applications	non-real time, 314, 316
FXS, 129	real time, 314–315
gatekeepers, 133–134	traffic shaping, 312
IP Phone, 130	for data/video, 314
MCM (Multimedia Conference Manager),	atm pvc command, 326
133–134, 139	auditing network inventory, 428–429
applying QoS policies to VoFR, 264–265	global firms, 440
architecture	multinational firms, 463
ATM, requirements of, 308	pan-European firms, 449
DVMs (digital voice modules), 160-161	auto-cut-through command, 191-192
ISDN, 81	automated attendant, 421
PBXs, 408, 410-414	available bit rate (ABR), 308
line interfaces, 412	availability on old-world telephony systems, 390
main system controller, 410	average bounding busy hour (ABBH), 416
trunk interfaces, 413	average options for voice traffic, calculating,
wiring, 413–414	323–324
Architecture for Voice, Video and Integrated Data.	
See AVVID	

AVVID (Architecture for Voice, Video and Integrated Data), 14–16 access gateways, 375 components of, 372 access gateways, 375 CallManager, 373 Cisco IP Phones, 375 uOne, 374 hardware Cisco conference bridges, 391–392 Cisco WebAttendant, 392 gateways, 386–387, 389 IP Phone, 384–385 media convergence servers, 389–390 IP protocols DHCP, 376 H.323, 377 MGCP, 378–379 SCCP, 379	bipolar violation (BPV), 77 Bipolar with Eight-Zero Substitution Return-to-zero (B8ZS), 77 BPV (bipolar violation), 77 break segment, 36 building blocks of IP voice installations backbone speed and scale, 349 bandwidth management/admission control, 349 congestion management, 350 packet classification, 349 queue management, 350 burst options for voice traffic, calculating, 323–324 business level telephone voice quality, 66 busy hour call attempts (BHCA), 416 busy hour call handling, PBXs, 415–416 busy signal, 38 BVM (BRI voice module) configuring on MC3810, 163–164 specifying as clock source, 164
TFTP, 376 signaling, 380	С
B8ZS (Bipolar with Eight-Zero Substitution Return-to-Zero), 77 backplane (PBXs), 411 balanced hybrid 2- to 4-wire conversion, 49 bandwidth allocating, 309, 381–383 ATM, calculating, 312 calculating for voice calls, 359–360 conservation techniques, digital speech interpolation, 65 managing, 349 reserving, 344 on DLCIs, 275 voice-grade analog channels, 56 baselining input/output power levels, 205 BC (Basic Call) sublayer, QSIG, 419 Bc (committed burst size), configuring, 281 Be(excess burst), configuring, 281 BECN (backward explicit congestion notification), 260 BHCA (busy hour call attempts), 416 Bipolar Alternate Mark Inversion Return-to-Zero, 77	cabinet carriers, PBX systems, 411–412 cabinet/shelf controller, PBX systems, 409 cablelength long command, 216 cablelength short command, 216 cabling analog voice connections (MC3810), 166–167 PBX systems, 413–414 calculating average options for voice traffic, 323–324 bandwidth ATM, 312 for voice calls, 359–360 burst options for voice traffic, 323–324 busy-hour call handling, 416 centum call seconds, 416 decibel levels, 205 delay budget, 435, 437–438 erlangs, 416 fragmentation size, 268–269 payback period of capital investments, 460–461 peak options for voice traffic, 323–324 call detail recording (CDR), 421 call legs, 181

configuring on PVC/SVC, 280

call progress indicators, 38	circuits, local loop, 28-32, 39
call progress tone, voice port configuration, 185	circuit-switching, 13, 414
call setup (VoFR), displaying information, 301–302	Cisco 1750 series routers, 91
CallManager, 373	Cisco 2600 series routers, 92–94
admission control, 381–383	configuring, 147–148
callout, PBX systems, 416–417	digital T1/E1 packet voice trunk, 103–104
calls	PVDM (Packet Voice DSP Module), 103
analog, placing, 23–26	VICs, 102
VoIP, 345	voice/fax network module, 101-102
capacitors, 27	Cisco 3600 series routers, 95
capacity planning	Cisco 3620 modular access routers, 95
for voice traffic, 416–417	Cisco 3640 modular access routers, 95
integrated voice/data networks, 438–439	Cisco 3660 modular access routers, 95
global firms, 445	configuring, 148, 150–151
multinational firms, 468–470	digital T1/E1 packet voice trunk, 103–104
pan-European firms, 453, 456–458	hardware, verifying installation, 156
capital investments, calculating payback period,	PVDM (Packet Voice DSP Module), 103
460–461	VICs, 102
carriers (PBX systems), 411–412	assembly, 155
CAS (channel-associated signaling), 79, 317, 417	port addressing, 155
case studies, network design, 440	selecting, 154–155
global firms, 440–448	VNMs
multinational firms, 462–471	assembly, 155
pan-European firms, 449–461	selecting, 152
Catalyst 6000 Voice T1 module, 388	voice/fax network module, 101–102
CBR (constant bit rate), 308	Cisco 7200 series routers, 112–114
CBWFQ (class-based weighed fair queuing),	Cisco 7500 series routers, 112–114 Cisco 7500 series routers, 114, 117
354–355	Cisco AS5300 routers, 107
ccfrf11 function calls, displaying, 297, 299	feature cards, selecting, 171–172
CCM (Cisco CallManager), admission control,	Cisco AS5800 routers, 110–112
381–383	Cisco conference bridges, AVVID, 391–392
CCS (common channel signaling), 80, 317, 418–419	Cisco IP Phones, 375. See also IP Phones
ces connect command, 217	model 7910, 384
ceswoice function calls, displaying, 299–300	model 7960, 385
CDR (call detail recording), 421	Cisco MC3810 router, 105–107
cells (ATM), SAR, 309	Cisco MCM (Multimedia Conference Manager),
CELP (code excited linear predictive) coding, 63	107, 133–134, 139
centralized control PBXs, 403	Cisco MCS-7822, 389
*	· ·
centum call seconds, 416	Cisco MCS-7835, 390
channel banks, drop-and-insert, 12	Cisco VG200 VoIP gateway, 387–388
characteristics	
of access layer, 9	
of distribution layer, 10	
Chord, 60	
CIPT (Cisco IP Telephony Solutions), 373	
CIR (committed information rate), 260	

Cisco voice-over routers	controller, 215
connection types	cptone, 185
local, 123	debug, 248, 331, 363
off-net, 124	debug ccfrf11 session, 297, 299
on-net, 123	debug ccswvoice vofr-debug, 299
on-to off-net, 126	debug ccswvoice vofr-session, 299
PLAR, 124	debug frame-relay fragment, 300-301
tie-line, 125	debug voice vofr, 301–302
trunk calls, configuring, 286–287	description, 185, 216
Cisco WebAttendant for AVVID, 392	destination-pattern, 224, 230
Cisco Works Voice Manager, 134	dial-peer voice, 224, 229-230
Cisco's VoFR implementation, 262–264	dial-peer voice voatm, 324
Cisco's VoIP implementation, 347	dial-type, 187
class command, 271	ds0-group timeslots type, 218–220
classes of service (ATM), 308–309	echo cancel coverage, 209
minimizing delay, 310	echo-cancel enable, 208
classification schemes (packets), 349	encapsulation, 320
CLECs (competitive local exchange carriers), 7	encapsulation frame-relay, 270
client/server-based PBXs, 407–408	forward digits, 228
clock source command, 215	frame-relay adaptive-shaping, 281
clocking, T1 connections, 76–77	frame-relay bc, 281
clustering technology, Cisco CallManager, 390	frame-relay be, 281
CO (central office), 6	frame-relay cir, 280
local loop, 28–32	frame-relay fair-queue, 278–279
switches, 40–41	frame-relay fragment, 279–280
trunks, 47	frame-relay interface dlci, 270–271
codec command, 192	frame-relay mincir, 280
codec complexity command, 240	frame-relay traffic-shaping, 274
codecs (coder-decoders), 56	frame-relay voice bandwidth, 275
compression types, 193–194	framing, 216
coding, 61, 431	impedence, 208, 211
coloring, 265	input gain, 206, 215
combining voice and data traffic, 16–18, 131	interface atm, 319
comfort noise, 65	linecode, 216–217
commands	loopback, 234
atm pvc, 326	loop-timed, 216
auto-cut-through, 191–192	loss plan, 206
cablelength long, 216	loss-plan, 210
ccs connect, 217	map-class frame-relay, 275
class, 271	mode, 316, 318–319
clock source, 215	mode cas, 317
codec, 192	mode ccs, 218
codec complexity, 240	network-clock-select, 164
compand-type, 195	non-linear, 209
connection, 197	num-exp, 226
connection tie-line, 201	operation, 189
connection trunk, 202–203	output attenuation, 206, 215
connection trunk, 202–203	output attenuation, 200, 213

port, 225–226	compression, 61, 431. See also companding
prefix, 228	degradation of voice quality, 70
pvc name, 319	HCMs (high-performance voice-compression
ring frequency, 187	modules), 159–160
ring number, 186	hybrid, 63–64
session target, 231–234, 324	techniques
show, 246–247, 329, 363	codecs, 193–194
show atm pvc, 329	comparing, 64
show dial-peer voice, 243	vocoder, 62–63
show frame-relay fragment, 294–295, 297	wave form, 62
show frame-relay vofr, 292–293	concentrators, MC3810
show interface, 330	analog voice cable connections, configuring,
show running-config, 245	166–167
show voice port, 245	BRI voice module, configuring, 163–164
shutdown, 185	digital chassis, configuring, 160–161
signal, 185, 189	hardware installation, verifying, 167–168
signal pattern, 237	interface ports, configuring, 156, 158, 160
signal-type, 235	MFT options, configuring, 162–163
test, 248–249	trunk options, configuring, 161
timeout interdigit, 212	configuration commands, ATM
timeouts initial, 212	dial-peer voice voatm, 324
timing, 212–213	encapsulation, 320
type, 190–191	inarp parameter, 325
vad, 227	interface atm, 319
vbr-rt, 322	mode, 316, 318–319
vofr, 271–274	pvc name, 319
voice bandwidth, 276–278	session target, 324
voice class permanent, 236	vbr-rt, 322
voice confirmation-tone, 198	configuring
voice local-bypass, 214	ABCD bit pattern for trunks, 237, 239
voice vad-time, 213	analog voice ports, 182–183
voice-card, 239	Cisco 2600 routers, 147–148
voice-port, 182–183	Cisco 3600 routers, 148, 150–151
companding, 59	port addressing, 155
compand-type command, 195	VIC selection, 154–155
comparing	VNM selection, 152
E1 and T1 lines, 80	controllers, 215–216
key systems and PBXs, 398	dial peers, 223–224, 229–230, 244, 328–329
voice compression techniques, 64	voice-over, 229–242
voice-capable and standards-based routers, 121	digital voice ports, 183
components	E1 controller settings, 217, 219
of AVVID, 372–373	fragmentation, 358
access gateways, 375	end-to-end FRF.12, 283
CallManger, 373	Frame Relay, Cisco proprietary, 284
Cisco IP Phones, 375	FRF.11 Annex C fragmentation for data
uOne, 374	traffic, 283
of basic PBX architecture, 410	Frame Relay map classes, 275
or online 1 D71 dicintecture, 110	Tame relaj map elasses, 275

FRF.11 trunk calls, 287–288	T1, 71–72
local dial peers, 224–227, 229	clocking, 76–77
MC3810	D4 framing pattern, 73
BRI voice module, 163–164	ESF, 74–76
digital chassis, 160–161	line coding, 76–77
interface ports, 156, 158	management channel, 74–76
MFT options, 162–163	Ones Density rule, 76–77
WAN trunk options, 161	robbed bit signaling, 73–74
MC3810 for voice-over, 165	tie-line, 125
MLPPP, 361	conserving bandwidth, 381–383
packet classification schemes, 349	digital speech interpolation, 65
PQ-WFQ, 282, 356	constant bit rate (CBR), 308
private-line calls, 286–287	control complex, 400
RTP header compression, 351	control signaling, 418
VoATM, 322	controller command, 215
VoFR	controllers, configuring, 215–216
CIR, 284	conversational quality speech (ITU-T), 68
PVCs, 284–285	converting analog signals to digital
tandeming, 289, 291	compression, 61
voice cards, 239	hybrid compression, 63–64
voice ports	vocoder, 62–63
E&M, 189–195	wave form compression, 62
ISDN PRI, 221, 223	encoding process, 60–61
tie-line connections, 201–202	quantization process, 58–60
voice-over dial peers, session targets, 233–234	sampling, 56–57
WFQ, 282	core layer, 11
confirmation tone, 38	in new-world networks, 19
congestion	correcting input levels on voice ports, 210
BECN, 260	cost/benefit analysis, integrated voice/data
management, 350	networks, 439
telephone networks, 38	global firms, 446, 448
connection command, 197	multinational firms, 470–471
connection sequence, H.323, 340-341	pan-European firms, 460–461
connection tie-line command, 201	cptone command, 185
connection trunk command, 202-203	CPUs, PBX processing network design, 407
connections	CQ (Custom Queuing), 353
E1, 78	creating peer configuration table, 328
framing, 78	CS-ACELP (conjugate structure-algebraic code
line coding, 79	excited linear predictive), 64, 432
FXO, 128	CTIs (computer telephony interfaces), 401, 422–423
local, 123	
off-net, 124	
on-net, 123	
on-to off-net, 126	
PLAR, 124	

D	description command, 185, 216
	designing networks
D4 framing pattern, 73	auditing current network, 428–429
data link layer, VoIP protocol stack, 337	global firms, 440
data networks, 6	multi-national firms, 463
Frame Relay, 15–16	pan-European firms, 449
leased-line, 7	capacity planning, 438–439 global firms, 445
traffic shaping, 314	
voice/data integration, 132	multinational firms, 468–470
voice-date integration, 131	pan-European firms, 453, 456–458 case studies, 440
data queuing methods	global firm, 440, 443, 446, 448
CBWFQ, 354–355	
CQ, 353	multinational firm, 462–471 pan-European firm, 449–461
FIFO, 352	
LLQ, 356-358	establishing technologies guidelines, 430–434
PQ, 352	delay budgets, 436–438 global firms, 444
WFQ, 353	
data traffic, FRF.11 Annex C fragmentation,	multinational firms, 464–468
example configuration, 283	pan-European firms, 452–453
databases, SS7, 83	financial analysis, 439 global firms, 446–448
DE (Discard Eligible) bit, 265	multinational firms, 470–471
debug ccfrf11 session command, 297, 299	
debug ccswvoice vofr-debug command, 299	pan-European firms, 460–461 reviewing technologies and services, 430
debug ccswvoice vofr-session command, 299	global firms, 441–443
debug command, 331	multinational firms, 464
debug commands, 248, 362–363	pan-European firms, 450
debug frame-relay fragment command, 300-301	setting objectives, 429
debug voice vofr command, 301–302	global firms, 441
decibel levels, calculating, 205	multi-national firms, 463
degradation of voice quality in compression	pan-European firms, 403
schemes, 70	destination pattern, 123
de-jitter buffers, 17, 259, 435	destination-pattern command, 224, 230
delay, 17	devices
ATM, minimizing, 310	analog access gateways, 375
dejitter buffers, 435	AVVID
integrated voice/data networks, 427	Cisco conference bridges, 391–392
jitter, 431	Cisco WebAttendant, 392
packetization delay, 436	gateways, 386–387, 389
processing delay, 434	IP Phones, 384–385
propagation delay, 434	media convergence servers, 389–390
queuing delay, 435	codecs, 56
serialization delay, 434	destination patterns, 123
delay budget, 336	drop-and-insert, 12
calculating, 435, 437–438	switches, 39
delay-start signaling, 35	CO, 40–41
deregulated telecommunications markets, network	intermediate, 41
cloud terminology, 7	mermediate, 71

description command, 185, 216

PBXs, 41	distribution layer, 10
voice, 40	in new-world networks, 19
DHCP (dynamic host configuration protocol)	DLCIs (data-link connection identifiers)
in AVVID, 376	assigning to Frame Relay subinterface, 270–271
dial peers, 179	bandwidth, reserving, 275
call legs, 181	VoFR, enabling, 271–274
configuring, 223–224, 244, 328–329	DPNSS (Digital Private Network Signaling
E.164 telephone numbers, configuring, 225	System), 18
example configuration, 242	drop-and-insert, 12
local, configuring, 224–227, 229	ds0-group timeslots type command, 218–220
POTS, 181	DS1, 71. See also T1
verifying configuration, 243	digital signal Superframe format, 72
voice-over, 181	DSCP (DiffServ Code Point), 265
configuring, 229–242	DSP (digital signal processor) modules
session targets, 233–234	digital speech interpolation, 65
dial tone, 38	on AS5300s, 170
dialers, 27	selecting, 172
dial-peer voice command, 224	DTMF (dual-tone multi-frequency), 37
dial-peer voice voatm command, 324	DVM (digital voice module)
dial-type command, 187	architecture, 160–161
DID (direct inward dial), 420	mode cas command, 317
trunks, 48	
wink start signaling, 418	_
DiffServ, 349	E
digital chassis (MC3810), configuring, 160–161	
d: -: t-1 -:	
digital signals, conversion from analog	E&M signaling
compression, 61–64	E&M signaling Type I lines, 42–43
	E&M signaling Type I lines, 42–43 Type II lines, 43
compression, 61-64	Type I lines, 42–43
compression, 61–64 encoding process, 60–61	Type II lines, 42–43 Type II lines, 43
compression, 61–64 encoding process, 60–61 Nyquist theorem, 57	Type II lines, 42–43 Type II lines, 43 Type III lines, 44
compression, 61–64 encoding process, 60–61 Nyquist theorem, 57 quantization process, 58–60	Type II lines, 42–43 Type II lines, 43 Type III lines, 44 Type IV lines, 44
compression, 61–64 encoding process, 60–61 Nyquist theorem, 57 quantization process, 58–60 sampling, 56–57 digital trunks gateways, 386	Type I lines, 42–43 Type II lines, 43 Type III lines, 44 Type IV lines, 44 Type V lines, 46
compression, 61–64 encoding process, 60–61 Nyquist theorem, 57 quantization process, 58–60 sampling, 56–57 digital trunks	Type I lines, 42–43 Type II lines, 43 Type III lines, 44 Type IV lines, 44 Type V lines, 46 E&M trunk seizure, 32–36
compression, 61–64 encoding process, 60–61 Nyquist theorem, 57 quantization process, 58–60 sampling, 56–57 digital trunks gateways, 386 T1/E1 packet voice trunk, Cisco 2600/3600 series routers, 103–104	Type I lines, 42–43 Type II lines, 43 Type III lines, 44 Type IV lines, 44 Type V lines, 46 E&M trunk seizure, 32–36 delay-start signaling, 35
compression, 61–64 encoding process, 60–61 Nyquist theorem, 57 quantization process, 58–60 sampling, 56–57 digital trunks gateways, 386 T1/E1 packet voice trunk, Cisco 2600/3600 series routers, 103–104 digital voice networks, 6	Type II lines, 42–43 Type III lines, 43 Type III lines, 44 Type IV lines, 44 Type V lines, 46 E&M trunk seizure, 32–36 delay-start signaling, 35 disconnect, 36
compression, 61–64 encoding process, 60–61 Nyquist theorem, 57 quantization process, 58–60 sampling, 56–57 digital trunks gateways, 386 T1/E1 packet voice trunk, Cisco 2600/3600 series routers, 103–104 digital voice networks, 6 digital voice ports	Type II lines, 42–43 Type III lines, 43 Type III lines, 44 Type IV lines, 44 Type V lines, 46 E&M trunk seizure, 32–36 delay-start signaling, 35 disconnect, 36 immediate-start signaling, 36
compression, 61–64 encoding process, 60–61 Nyquist theorem, 57 quantization process, 58–60 sampling, 56–57 digital trunks gateways, 386 T1/E1 packet voice trunk, Cisco 2600/3600 series routers, 103–104 digital voice networks, 6	Type I lines, 42–43 Type II lines, 43 Type III lines, 44 Type IV lines, 44 Type V lines, 46 E&M trunk seizure, 32–36 delay-start signaling, 35 disconnect, 36 immediate-start signaling, 36 wink-start signaling, 34–35
compression, 61–64 encoding process, 60–61 Nyquist theorem, 57 quantization process, 58–60 sampling, 56–57 digital trunks gateways, 386 T1/E1 packet voice trunk, Cisco 2600/3600 series routers, 103–104 digital voice networks, 6 digital voice ports configuring, 183–184 disabling, 185	Type II lines, 42–43 Type III lines, 43 Type III lines, 44 Type IV lines, 44 Type V lines, 46 E&M trunk seizure, 32–36 delay-start signaling, 35 disconnect, 36 immediate-start signaling, 36 wink-start signaling, 34–35 E&M voice ports, 33–34
compression, 61–64 encoding process, 60–61 Nyquist theorem, 57 quantization process, 58–60 sampling, 56–57 digital trunks gateways, 386 T1/E1 packet voice trunk, Cisco 2600/3600 series routers, 103–104 digital voice networks, 6 digital voice ports configuring, 183–184 disabling, 185 dispersed control PBXs, 405	Type II lines, 42–43 Type III lines, 43 Type III lines, 44 Type IV lines, 44 Type V lines, 46 E&M trunk seizure, 32–36 delay-start signaling, 35 disconnect, 36 immediate-start signaling, 36 wink-start signaling, 34–35 E&M voice ports, 33–34 call completion, enabling, 191–193
compression, 61–64 encoding process, 60–61 Nyquist theorem, 57 quantization process, 58–60 sampling, 56–57 digital trunks gateways, 386 T1/E1 packet voice trunk, Cisco 2600/3600 series routers, 103–104 digital voice networks, 6 digital voice ports configuring, 183–184 disabling, 185 dispersed control PBXs, 405 displaying	Type I lines, 42–43 Type II lines, 43 Type III lines, 44 Type IV lines, 44 Type V lines, 46 E&M trunk seizure, 32–36 delay-start signaling, 35 disconnect, 36 immediate-start signaling, 36 wink-start signaling, 34–35 E&M voice ports, 33–34 call completion, enabling, 191–193 Cisco 2600/3600 series routers, 102
compression, 61–64 encoding process, 60–61 Nyquist theorem, 57 quantization process, 58–60 sampling, 56–57 digital trunks gateways, 386 T1/E1 packet voice trunk, Cisco 2600/3600 series routers, 103–104 digital voice networks, 6 digital voice ports configuring, 183–184 disabling, 185 dispersed control PBXs, 405 displaying function calls	Type I lines, 42–43 Type II lines, 43 Type III lines, 44 Type IV lines, 44 Type V lines, 46 E&M trunk seizure, 32–36 delay-start signaling, 35 disconnect, 36 immediate-start signaling, 36 wink-start signaling, 34–35 E&M voice ports, 33–34 call completion, enabling, 191–193 Cisco 2600/3600 series routers, 102 configuring, 189–195
compression, 61–64 encoding process, 60–61 Nyquist theorem, 57 quantization process, 58–60 sampling, 56–57 digital trunks gateways, 386 T1/E1 packet voice trunk, Cisco 2600/3600 series routers, 103–104 digital voice networks, 6 digital voice ports configuring, 183–184 disabling, 185 dispersed control PBXs, 405 displaying function calls ccfrf11, 297–299	Type I lines, 42–43 Type III lines, 43 Type III lines, 44 Type IV lines, 44 Type V lines, 46 E&M trunk seizure, 32–36 delay-start signaling, 35 disconnect, 36 immediate-start signaling, 36 wink-start signaling, 34–35 E&M voice ports, 33–34 call completion, enabling, 191–193 Cisco 2600/3600 series routers, 102 configuring, 189–195 signaling type, specifying, 189
compression, 61–64 encoding process, 60–61 Nyquist theorem, 57 quantization process, 58–60 sampling, 56–57 digital trunks gateways, 386 T1/E1 packet voice trunk, Cisco 2600/3600 series routers, 103–104 digital voice networks, 6 digital voice ports configuring, 183–184 disabling, 185 dispersed control PBXs, 405 displaying function calls	Type I lines, 42–43 Type II lines, 43 Type III lines, 44 Type IV lines, 44 Type V lines, 46 E&M trunk seizure, 32–36 delay-start signaling, 35 disconnect, 36 immediate-start signaling, 36 wink-start signaling, 34–35 E&M voice ports, 33–34 call completion, enabling, 191–193 Cisco 2600/3600 series routers, 102 configuring, 189–195 signaling type, specifying, 189 VICs, 127–129
compression, 61–64 encoding process, 60–61 Nyquist theorem, 57 quantization process, 58–60 sampling, 56–57 digital trunks gateways, 386 T1/E1 packet voice trunk, Cisco 2600/3600 series routers, 103–104 digital voice networks, 6 digital voice ports configuring, 183–184 disabling, 185 dispersed control PBXs, 405 displaying function calls ccfrf11, 297–299	Type II lines, 42–43 Type III lines, 43 Type III lines, 44 Type IV lines, 44 Type V lines, 46 E&M trunk seizure, 32–36 delay-start signaling, 35 disconnect, 36 immediate-start signaling, 36 wink-start signaling, 34–35 E&M voice ports, 33–34 call completion, enabling, 191–193 Cisco 2600/3600 series routers, 102 configuring, 189–195 signaling type, specifying, 189 VICs, 127–129 E.164 telephone numbers, dial peer

E1	FRF.11 trunk calls, 287–288
Catalyst 6000 Voice E1 module, 388	PVCs, 284–285
channel signaling, 78	tandeming, 289–291
comparing to T1, 80	WFQ, 282
controller settings, configuring, 217–219	Extended Superframes, 72–74
framing, 78	external networks, 401
line coding, 79	
echo, 49–50	_
echo cancel coverage command, 209	F
echo-cancel enable command, 208	
ECMA (European Computer Manufacturer's	fast busy signal, 38
Association), 18	fast packet switching, PBXs, 415
enabling	fax-to-fax connections, 130
call completion on E&M voice ports, 191–193	FDM (frequency division multiplexing), 6
Frame Relay on interfaces, 270	feature cards
encapsulation, MLPPP, 132	circuit cards, PBX systems, 412
encapsulation command, 320	Cisco AS5300, 170
encapsulation frame-relay command, 270	Cisco AS5800 Voice Feature card, 111
encoding, 60–61	MICA (modem ISDN channel
end-to-end FRF.12 fragmentation, example	aggregation), 170
configuration, 283	VOIP, selecting, 171–172
enterprise networks	features of PBXs, 420–421
FXO, 128	FECN (forward explicit congestion notification),
H.323, 139	260
hoot-and-holler applications, 138–139	FIFO (First In First Out) queuing, 352
OPX connections, 138	first-generation private telephony systems, 400
PBX implementations, 400–401	fixed delay
toll bypass, 137	processing delay, 258
enterprise telephony, 20	propagation delay, 257
erlangs, 416	serialization delay, 258
ESF (Extended Superframe Format), 74–76	fixed prioritization, 314–316
establishing voice quality guidelines, 431	formulas for calculating bandwidth, ATM, 312–314
coding/compression, 431	forward-digits command, 228
fixed delay components, 434	fragmentation, 266, 358, 280
MOS, 432–433	Cisco proprietary (Frame Relay), example
variable delay components, 435	configuration, 284
Ethernet Phone, 130	FRF.11 Annex C, example configuration, 283
example configurations	MLPPP, configuring, 361
Cisco-trunk calls, 286–287	PDU size, calculating, 268–269
dial peers, 242	Frame Relay, 15–16. See also VoFR
PQ-WFQ, 282	fragmentation, 280
VoATM, 322, 326–328 VoFR	map classes, configuring, 275
	frame synchronization, D4 framing pattern, 73
CIR, 284 Cisco proprietary fragmentation, 284	frame-relay adaptive-shaping command, 281
end-to-end FRF.12 fragmentation, 283	frame-relay be command, 281
chu-to-chu PKP.12 Haginchianon, 265	frame-relay be command, 281
	frame-relay cir command, 280

frame-relay fair-queue command, 278–279 frame-relay fragment command, 279–280 frame-relay interface dlci command, 270–271 frame-relay mincir command, 280 frame-relay traffic-shaping command, 274 frame-relay voice bandwidth command, 275 frames, prioritizing, 260 framing command, 216	GF (Generic Feature), Q.SIG, 83 GF (generic functional) sublayer (QSIG), 419 glare, 30 goals of uOne, 374 ground start signaling, 30–32, 418 specifying for voice ports, 186 GSTN (global system telephone network), 373 guaranteed traffic rates, FRTS, 261
framing patterns DS1, 71 E1, 78	н
ESF, 74, 76  FRF.11 Annex C fragmentation, 260 configuring for data traffic, 283 subchannels, displaying information, 292–293 trunk calls, configuring, 287–288  FRF.12 fragmentation, 260 example configuration, 283 fricatives, 63  FRTS (Frame Relay traffic shaping), 260–261  FXO (foreign exchange office) Cisco 2600/3600 series routers, 102 trunks, 47–48, 128 voice ports dial type, specifying, 187 terminating impedence, specifying, 208  FXS (foreign exchange station) applications, 129 Cisco 2600/3600 series routers, 102 trunks, 48 voice ports impedence, adjusting, 211 ring frequency, specifying, 187	H.225 protocol, 341 H.245, 341 H.323, 139, 338–342 connection sequence, 340–341 gateways, 340 H.225, 341 H.243, 341 in AVVID, 377 IP Phone, 130 media formats, 379 signaling, 340 terminals, 339 handsets, 26 hardware AVVID Cisco conference bridges, 391–392 Cisco WebAttendant, 392 gateways, 386–387, 389 IP Phones, 384–385 media convergence servers, 389–390 VoATM, 310–311
G	MC3810 analog voice cable connections, 166–167 installation, verifying, 167–168
G.711 standard (ITU-T), 66 gain, adjusting, 206 gatekeepers, 133–134, 338 gateways, 338–340, 386–389 Catalyst 6000 Voice T1 module, 388 Cisco AS5300, 107 Cisco AS5800, 110–112 digital trunk gateways, 386 H.323, 141 VG 200 VoIP gateway, 387–388	Hawking, Stephen, 63 HCMs (high-performance voice-compression modules), 159–160 Cisco MC3810, 107 HDB3 (high density bit 3), 78 HDV (High Density Voice) NM, 103 high availability on MCS-7822 media convergence server, 389 high density bit 3 (HDB3), 78 high-utilization trunks (HUTs), 49 holding time per call, calculating, 417

hoot-and-holler, 138–139	interfaces
hunt groups, 392	E&M, 33-34
HUTs (high-utilization trunks), 49	in PBXs, 413
hybrid compression, 63–64	MC3810, configuring, 156–160
2- to 4-wire, balanced, 27, 49	intermediate switches, 41
, ., ., ., .	inter-office trunks (IOTs), 49
	interpolation, 65
	intertandem trunks (ITTs), 49
	IOTs (inter-office trunks), 49
IDF (intermediate distribution frame), 402	IP Phones, 375, 384–385
IMA cards, 311	Cisco IP Phone 7910, 384
immediate-start signaling, 36	Cisco IP Phone 7960, 385
impedence command, 208, 211	IP Precedence, 265, 337
implementing	IP protocols in AVVID
IP voice installations, building blocks, 349–350	DHCP, 376
VoIP with MGCP, 342	H.323, 377
improving voice quality, 205–214	MGCP, 378–379
inarp parameter, 325	SCCP, 379
information signaling, 38, 417	TFTP, 376
alerting indicators, 38	ISDN (Integrated Services Digital Network), 6
call progress indicators, 38	BRI VoIP, 104
input gain command, 206, 215	network architecture, 81
input power levels	network protocols, 82
correcting on voice ports, 210	PRI, voice port configuration, 221–223
baselining, 205	ISO 3166 country name standards, 185
installation, verifying for Cisco 3600 series	ITTs (inter-tandem trunks), 49
routers, 156	ITU-T Recommendation I.451, 419–420
integrated voice/data networks	IVR (interactive voice response), 20, 422
delay, 427	
propagation delay, 427	
delay budget, calculating, 435, 437–438	J-K-L
design process	
auditing network inventory, 428–429	J1, 80
capacity planning, 438-439	jitter, 17, 431
case studies, 440–471	dejitter buffers, 435
establishing technologies guidelines,	
430–434	key systems, 397–399
delay budgets, 436–438	
financial analysis, 439	large-scale voice/data routers
reviewing technologies and services, 430	Cisco 7200 series, 112–114
setting network objectives, 429	Cisco 7500 series, 114, 117
interexchangenetworks, 401	Cisco AS5800, 110–111
interface atm command, 319	latency. See delay
interface cards. See VICs	layers of VoIP protocol stack, 337-338
	LCR (least-cost routing), 420
	LD-CELP (low-delay CELP), 63

LD-CELP (low-delay code-excited linear-	management channel, T1 line coding, 74, 76
predictive) algorithms, 432	map classes, configuring, 275
leased line networks, 7	map-class frame-relay command, 275
point-to-point, 8	marking, 265
multi-drop, 9	MC3810 routers
least-cost routing (LCR), 420	analog voice cable connections, 166–167
LECs (local exchange carriers), 6	BRI voice module, configuring, 163–164
legacy PBX systems, 397	digital chassis, configuring, 160-161
legacy telephony systems	fixed prioritization, 314–316
PBXs, 399-401	hardware installation, verifying, 167–168
private key systems, 398–399	interface ports, configuring, 156, 158, 160
limitations of bandwidth, voice-grade telephony	MFT (multiflex trunk module) options,
channels, 57	configuring, 162–163
line circuit cards in PBX systems, 412	synchronous serial connections, 167
line coding	voice-over configuration, 165
E1, 79	WAN trunk options, configuring, 161
T1, 76–77	MCM (Multimedia Conference Manager), 133–134.
line interface circuitry, PBX systems, 411–412	139
line provisioning, 438–439	MCS-7822, 389
linecode command, 216–217	MCS-7835, 390
listener echo, 49–50	MCU (multipoint control unit), 339
LLQ (Low Latency Queuing), 337, 356-358	MDF (main distribution frame), 402
local calls, 123	measuring
local connections, 123	PBX traffic handling, 416–417
local dial peers, configuring, 224–229	speech quality, 68, 70–71
local loop, 39	PSQM, 69
ground start signaling, 30–32	subjective, MOS, 432–433
loop start signaling, 28–30	telephone voice quality, 65
local networks, 401	media convergence servers
logical voice ports, 219	for AVVID, 389–390
long data frames, 260	MCS-7822, 389
loop start circuits, 28	MCS-7835, 390
loop start signaling, 28–30, 418	media formats, H.323, 379
specifying for voice ports, 186	Meet-Me conferences, 391
loopback command, 234	Megaco, 342
loop-timed command, 216	MELCAS (Mecury Exchange Limited), 317
loss-plan command 206, 210	messaging
low-delay CELP (code excited linear predictive)	Q.931 signaling, 419–420
coding, 63	unified messaging, 141
	uOne, 374
. =	voice-mail systems, 422
M	MFT (Multiflex Trunk), 311
	configuring on MC3810, 162–163
main system controller (PBXs), 410	VWIC, 103
maintaining synchronization over digital	
<i>- - - - - - - - - -</i>	

interfaces, 81 make/break cycle, 36

MGCP (Media Gateway Control Protocol), 18, 338, 342	case studies, 440 global firm, 440–448
configuring on MC3810, 162–163	multinational firm, 462–471
MICA (modem ISDN channel aggregation, 170	pan-European firm, 449–461
minCIR (minimum committed information rate),	circuit-switched, 13
260	core layer requirements, 11, 19
minimizing delay in VoATM, 309–310	distribution layer requirements, 10, 19
MLPPP (Multilink Point-to-Point Protocol), 360	establish technologies guidelines, 430–434
configuring, 361	delay budgets, 436–438
encapsulation, 132	global firms, 444
mode cas command, 317	multinational firms, 464–468
mode ccs command, 218	pan-European firms, 452–453
mode command, 316, 318–319	financial analysis, 439
modular wiring, PBX systems, 411	global firms, 446–448
modulation, B8ZS, 77	multinational firms, 470-471
monitoring commands, 329–331	pan-European firms, 460–461
MOS (mean opinion score), 68, 432–433	reviewing technologies and services, 430
MTP (media termination point), 382	global firms, 441–443
multicast conference bridges, 391	multinational firms, 464
multi-drop networks, 8–9	pan-European firms, 450
multiflex trunking, 457	setting objectives, 429
Multiframes, 79	global firms, 441
multipoint controller, 339	multi-national firms, 463
multiservice networks	pan-European firms, 450
voice/date integration, 131	shared, 12
voice-over technology, selecting, 132	traditional, 5
multiservice routers	data, 6–7
Cisco AS5300, 107	voice, 5–6
Cisco MC3810, 105–107	network layer (VoIP protocol stack), 337
C1500 11C5010, 105 107	Network Module-Inverse Multiplex ATM (NM-
	IMA), 311
J	network protocols, ISDN, 82
•	network-clock-select command, 164
. 1 1 1	new-world telephony models, AVVID, 373
network design	access gateways, 375
access layer requirements, 9	
new-world networks, 18	CallManager, 373
auditing current network, 428–429	Cisco conference bridges, 391
global firms, 440	Cisco IP Phones, 375
multi-national firms, 463	Cisco WebAttendant, 392
pan-European firms, 449	Cisco's role in, 18–20
capacity planning, 438–439	DHCP, 376
global firms, 445	gateways, 386–387, 389
multinational firms, 468-470	H.323, 377
pan-European firms, 453, 456–458	IP Phones, 384–385
	media convergence servers, 389–390
	MGCP, 378–379
	SCCP, 379

signaling, 380	Ones Density rules, 76–77, 80
TFTP, 376	on-hook state, 28
uOne, 374	on-net connections, 123
NM-IMA (Network Module-Inverse Multiplex	on-to off-net connections, 126
ATM), 311	oos (out-of-service) receive pattern, 237
NMs (network modules), HDV (High Density Voice), 103	operation command, 189 options
non-linear command, 209	dial-peer voice voatm command, 324
non-real time service classes, 314, 316	encapsulation command, 321
num-exp command, 226	interface atm command, 319
Nyquist theorem, 56–57	mode command, 317
	pvc command, 320
	session target command, 325
9	vbr-rt command, 322, 324
	OPX connections, 138
off-hook state, 28	output attenuation command, 206, 215
off-net calls, 124	output power levels, baselining, 205
off-net connections, 124	
old-world telephony models, 371. See also	Р
new-world telephony models	Г
PBXs, 397, 402	
ACD, 421–422	packet switching, PBXs, 415
adjunct control, 406	packetization delay, 436
architecture, 408–414	packets
automated attendant, 421	classification schemes, 349
busy hour call handling, 415–416	fragmentation, 266, 358
callout, 416–417	SAR, 309
centralized control, 403	scheduling, 264
circuit switching, 414	sequencing, 343–344
client/server-based, 407–408	time-stamping, 343–344
CTI, 422–423	payback period, calculating for capital investments
dispersed control, 405 distributed control, 404	460–461 PBXs (private branch exchanges), 6, 41, 397–399,
fast packet switching, 415	401–402
features, 420–421	ACD, 421–422
IVR, 422	architecture, 408, 410–414
line interfaces, 412	cabinet/shelf controller, 409
packet switching, 415	main system controller, 410
processing network design, 407	wiring, 413–414
switching network design, 407	automated attendant, 421
trunk interfaces, 413	busying out, 237
Windows/Unix server-based, 407	circuit switching, 414
wiring, 413–414	CTI, 422–423
private systems	fast packet switching, 415
key systems, 398–399	features, 420–421
PBXs, 399, 401	grounding, 42
1 DAS, 377, 701	in enterprise networks, 401
	in enterprise networks, 701

IVR (interactive voice response), 422	point-to-point connections, enterprise networks,
legacy systems, 397	138–139
line interfaces, 412	point-to-point networks, 8
local loop, 39	policing, 264
old-world telephony model, 371	port addressing, Cisco 3600 routers, 155
packet switching, 415	port circuit cards, PBX systems, 412
processing methods	controller, 410
busy hour call handling, 415–416	port command, 225–226
callout, 416-417	POTS, dial peers, 181, 328
circuit/packet switching, 414-415	power failure transfer, 421
processing network design, 407	power supply, telephones, 40
client/server-based, 407-408	PQ (priority queuing), 352
Windows/Unix server-based, 407	PQ-WFQ (priority queuing-weighted fair queuing).
switching network design, 403	355–356
adjunct control, 406	example configuration, 282
centralized control, 403	prefix command, 228
dispersed control, 405	presentation layer, VoIP protocol stack, 338
distributed control, 404	prioritizing voice frames, 260
tandem switching, disadvantages in voice	private networks, 401
networks, 137	private phone systems, 397
terminal interfaces, 400	private telephony systems
tie-lines, 32	first-generation, 400
trunk interfaces, 413	key systems, 398–399
trunks, 46-47	PBXs, 399, 402
CO trunks, 47	ACD, 421–422
DID/DOD trunks, 48	adjunct control, 406
FXO trunks, 47–48	architecture, 408, 410-414
private trunk lines, 47	automated attendant, 421
telco trunks, 48	busy hour call handling, 415–416
voice-mail systems, 422	callout, 416–417
PBX-to-PBX calls, 125	centralized control, 403
peak options for voice traffic, calculating, 323–324	circuit switching, 414
peer configuration table, VoATM, 328	client/server-based, 407-408
Perceptual Speech Quality Measurement	CTI, 422–423
(PSQM), 69	dispersed control, 405
permanent calls. PLAR connections, 199	distributed control, 404
per-VC queuing, enabling on PVCs, 274	fast packet switching, 415
physical connectivity, MC3810, 166–167	features, 420–421
physical layer, VoIP protocol stack, 337	IVR, 422
pilot number, 374	line interfaces, 412
PINX (private integrated network exchange), 163–	packet switching, 415
164	processing network design, 407
QSIG, 419	switching network design, 403
placing a call, 23–26	terminal interfaces, 400
PLAR (private line automatic ring-down), 124, 198	trunk interfaces, 413
off-premises extension, 200	Windows/Unix server-based, 407
	wiring, 413–414

second-generation, 400	queue management, 350
third-generation, 400	CBWFQ, 354–355
private trunk lines, 47	data transmission
private-line calls, example configuration, 286–287	CQ, 353
processing delay, 258, 434	FIFO, 352
processing methods, PBXs	PQ, 352
busy hour call handling, 415–416	LLQ, 356, 358
callout, 416–417	PQ-WFQ, 355–356
switching, 414–415	RTP header compression, 350–351
processing network designs (PBXs)	WAN edge queuing techniques, 351
client/server-based, 407–408	WFQ, 353
•	
Windows/Unix server-based, 407	queuing, 264
propagation delay, 257, 434	delay, 259, 435
integrated voice/data networks, 427	PQ-WFQ, example configuration, 282
protocol stack, VoIP, 337–338	WFQ, example configuration, 282
PSQM (Perceptual Speech Quality	
Measurement), 69	R
PSTNs (private switched telephone networks).	n
See also old-world telephony	226
access code, 124	rate queues, 326
access numbers, pilot number, 374	real time service classes, 314–315
FXO interfaces, 128	RED (Random Early Detection), 350
PTT (Post, Telephone, and Telegraph) agency, 7	regional offices, redesigning for voice traffic, 454
pulsed digits, 36	regulated telecommunications markets, network
pvc name command, 319	cloud terminology, 7
PVCs (permanent virtual circuits), 13	reorder, 38
fragmentation, displaying information,	reserving bandwidth on DLCIs, 275
300–301	residual echo suppression, 210
per-VC queuing, enabling, 274	ring frequency command, 187
traffic shaping, 260–261	ring number command, 186
virtual template parameters, 321	ring-back, 38
WFQ, enabling, 278–279	ringer, 27
PVDM (Packet Voice DSP Module), 103	robbed bit signaling, 73–74, 417
	ABCD format, 74–76
Q	rotary telephones
Q	pulsed digits, 36
0.021 ' 1' 410 420	routers
Q.931 signaling, 419–420	Cisco 1750 series, 91
Q.SIG, 83, 419	Cisco 2600 series, 92, 94
Q.SIG GF (Generic Features), 83	configuring, 147–148
QoS (quality of service)	digital T1/E1 packet voice trunk, 103–104
applying to VoFR, 264–265	PVDM, 103
fragmentation size, calculating, 268–269	VICs, 102
quantization, 58–60	voice/fax network module, 101–102

Cisco 3600 series, 95	server farms, 408
Cisco 3620 modular access routers, 95	service circuit cards, PBX systems, 412
Cisco 3640 modular access routers, 95	service classes (ATM), 308–309
Cisco 3660 modular access routers, 95	minimizing delay, 310
configuring, 148–151	non-real time, 314–316
digital T1/E1 packet voice trunk, 103–104	real time, 314–315
PVDM, 103	service provider telephony, 20
VICs, 102, 154-155	VPNs, 402
VNM, selecting, 152	session layer, VoIP protocol stack, 338
voice/fax network module, 101–102	session target command, 231–234, 324
Cisco 7200 series, 112–114	session targets, configuring on voice-over dial peers,
Cisco 7500 series, 114, 117	233–234
Cisco AS5300, 107	setting network objectives, 429
Cisco AS5800, 110–112	global firms, 441
Cisco MC3810, 105-107	multi-national firms, 463
signaling	pan-European firms, 450
between routers, 346	shaping traffic, 264
to PBX, 347	shared networks, drop-and-insert devices, 12
voice-over connection types, 123–126	show atm pvc command, 329
RSVP (Resource Reservation Protocol), 344	show commands, 246-247, 329, 362-363
RTP header compression, 343–344, 350	show dial-peer voice command, 243
configuring, 351	show frame-relay fragment command, 294-295, 297
	show frame-relay vofr command, 292-293
•	show interface command, 330
	show running-config command, 245
	show voice port command, 245
sampling, Nyquist theorem, 56–57	shutdown command, 185
SAP (Session Announcement Protocol), 342	sidetone, 27
SAR (segmentation and reassemby), 309	signal command, 185, 189
SCCP (signaling connection control part),	signal pattern command, 237
AVVID, 379	signaling, 27, 417
scheduling, 264	AVVID, 380
second-generation private telephony systems, 400	between routers, 346
selecting	CAS, 79, 317
DSP modules, 172	CCS, 317, 418–419
network technology, 430	delay-start, 35
global firms, 441, 443	DID wink start, 418
multinational firms, 464	E&M
pan-European firms, 450	disconnect, 36
VICs, Cisco 3600 routers, 154–155	seizure, 32, 34–35
VNMs, Cisco 3600 routers, 152	Type I lines, 42–43
voice-over technologies, 132	Type II lines, 43
VoATM, 135–136	Type III lines, 44
VoFR, 134	TD 137.1' 4.4
	Type IV lines, 44
VOIP feature cards, 171–172	Type V lines, 46
VOIP feature cards, 171–172 sequencing packets, 343–344 serialization delay, 258, 358, 434	

glare, 30	switched calls
ground start, 418	PLAR connections, 199
H.323, 338, 340–342	tandeming, configuration, 289, 291
H.225, 341	switching, 39, 400
H.245, 341	circuit switching, 414
immediate-start, 36	CO, 40–41
information, 38	fast packet switching, 415
local loop	intermediate switches, 41
ground start signaling, 30, 32	packet switching, 415
loop start signaling, 28, 30	PBXs, 41–42
loop start, 418	adjunct control, 406
Q.931, 419–420	centralized control, 403
Q.SIG, 83, 419	dispersed control, 405
specifying type for voice ports, 185, 189	distributed control, 404
supervisory, 28	voice switches, 40
local-loop seizure, 28, 30, 32	symptoms of poor QoS, 266
VoIP, 345	synchronization
wink-start, 34–35	D4 framing pattern, 73
signal-type command, 235	time-slot, 80
silence suppression, VAD, 227	synchronous serial connections, for MC3810, 167
SIP (Session Initiation Protocol), 18, 342	synthetic quality speech (ITU-T standard), 68
smoother circuits, 60	system circuit cards, PBX systems, 412
SOT (service order threshold), 353	system processor bus, PBX design, 409
specifying	system-wide PBX features, 420–421
BVMs as clock source, 164	
BVMs as clock source, 164 confirmation tones for voice ports, 198	Т
BVMs as clock source, 164 confirmation tones for voice ports, 198 signaling type for voice ports, 185	Т
BVMs as clock source, 164 confirmation tones for voice ports, 198	-
BVMs as clock source, 164 confirmation tones for voice ports, 198 signaling type for voice ports, 185 speech quality establishing guidelines, 431	T1 line coding, 71–72, 76–77
BVMs as clock source, 164 confirmation tones for voice ports, 198 signaling type for voice ports, 185 speech quality establishing guidelines, 431 coding/compression, 431	T1 line coding, 71–72, 76–77 Catalyst 6000 Voice T1 module, 388
BVMs as clock source, 164 confirmation tones for voice ports, 198 signaling type for voice ports, 185 speech quality establishing guidelines, 431	T1 line coding, 71–72, 76–77 Catalyst 6000 Voice T1 module, 388 clocking, 76–77
BVMs as clock source, 164 confirmation tones for voice ports, 198 signaling type for voice ports, 185 speech quality establishing guidelines, 431 coding/compression, 431 fixed delay components, 434	T1 line coding, 71–72, 76–77 Catalyst 6000 Voice T1 module, 388 clocking, 76–77 comparing to E1, 80
BVMs as clock source, 164 confirmation tones for voice ports, 198 signaling type for voice ports, 185 speech quality establishing guidelines, 431 coding/compression, 431 fixed delay components, 434 MOS, 432–433	T1 line coding, 71–72, 76–77 Catalyst 6000 Voice T1 module, 388 clocking, 76–77 comparing to E1, 80 controller settings, 216–217
BVMs as clock source, 164 confirmation tones for voice ports, 198 signaling type for voice ports, 185 speech quality establishing guidelines, 431 coding/compression, 431 fixed delay components, 434 MOS, 432–433 variable delay components, 435	T1 line coding, 71–72, 76–77 Catalyst 6000 Voice T1 module, 388 clocking, 76–77 comparing to E1, 80 controller settings, 216–217 D4 framing pattern, 73
BVMs as clock source, 164 confirmation tones for voice ports, 198 signaling type for voice ports, 185 speech quality establishing guidelines, 431 coding/compression, 431 fixed delay components, 434 MOS, 432–433 variable delay components, 435 measuring, 65, 67	T1 line coding, 71–72, 76–77 Catalyst 6000 Voice T1 module, 388 clocking, 76–77 comparing to E1, 80 controller settings, 216–217 D4 framing pattern, 73 ESF (Extended Superframe Format), 74, 76
BVMs as clock source, 164 confirmation tones for voice ports, 198 signaling type for voice ports, 185 speech quality establishing guidelines, 431 coding/compression, 431 fixed delay components, 434 MOS, 432–433 variable delay components, 435 measuring, 65, 67 MOS (mean opinion score), 68, 70–71	T1 line coding, 71–72, 76–77 Catalyst 6000 Voice T1 module, 388 clocking, 76–77 comparing to E1, 80 controller settings, 216–217 D4 framing pattern, 73 ESF (Extended Superframe Format), 74, 76 management channel, 74, 76
BVMs as clock source, 164 confirmation tones for voice ports, 198 signaling type for voice ports, 185 speech quality establishing guidelines, 431 coding/compression, 431 fixed delay components, 434 MOS, 432–433 variable delay components, 435 measuring, 65, 67 MOS (mean opinion score), 68, 70–71 toll-quality, 67	T1 line coding, 71–72, 76–77 Catalyst 6000 Voice T1 module, 388 clocking, 76–77 comparing to E1, 80 controller settings, 216–217 D4 framing pattern, 73 ESF (Extended Superframe Format), 74, 76 management channel, 74, 76 Ones Density rules, 76–77
BVMs as clock source, 164 confirmation tones for voice ports, 198 signaling type for voice ports, 185 speech quality establishing guidelines, 431 coding/compression, 431 fixed delay components, 434 MOS, 432–433 variable delay components, 435 measuring, 65, 67 MOS (mean opinion score), 68, 70–71 toll-quality, 67 transparent quality (ITU-T), 67	T1 line coding, 71–72, 76–77 Catalyst 6000 Voice T1 module, 388 clocking, 76–77 comparing to E1, 80 controller settings, 216–217 D4 framing pattern, 73 ESF (Extended Superframe Format), 74, 76 management channel, 74, 76 Ones Density rules, 76–77 robbed bit signaling, 73–74
BVMs as clock source, 164 confirmation tones for voice ports, 198 signaling type for voice ports, 185 speech quality establishing guidelines, 431 coding/compression, 431 fixed delay components, 434 MOS, 432–433 variable delay components, 435 measuring, 65, 67 MOS (mean opinion score), 68, 70–71 toll-quality, 67 transparent quality (ITU-T), 67 SS7 (Signaling System 7), 82	T1 line coding, 71–72, 76–77 Catalyst 6000 Voice T1 module, 388 clocking, 76–77 comparing to E1, 80 controller settings, 216–217 D4 framing pattern, 73 ESF (Extended Superframe Format), 74, 76 management channel, 74, 76 Ones Density rules, 76–77 robbed bit signaling, 73–74 tagging, 265
BVMs as clock source, 164 confirmation tones for voice ports, 198 signaling type for voice ports, 185 speech quality establishing guidelines, 431 coding/compression, 431 fixed delay components, 434 MOS, 432–433 variable delay components, 435 measuring, 65, 67 MOS (mean opinion score), 68, 70–71 toll-quality, 67 transparent quality (ITU-T), 67 SS7 (Signaling System 7), 82 SSCP (Skinny Station Control Protocol), 379	T1 line coding, 71–72, 76–77 Catalyst 6000 Voice T1 module, 388 clocking, 76–77 comparing to E1, 80 controller settings, 216–217 D4 framing pattern, 73 ESF (Extended Superframe Format), 74, 76 management channel, 74, 76 Ones Density rules, 76–77 robbed bit signaling, 73–74 tagging, 265 talk slots, 417
BVMs as clock source, 164 confirmation tones for voice ports, 198 signaling type for voice ports, 185 speech quality establishing guidelines, 431 coding/compression, 431 fixed delay components, 434 MOS, 432–433 variable delay components, 435 measuring, 65, 67 MOS (mean opinion score), 68, 70–71 toll-quality, 67 transparent quality (ITU-T), 67 SS7 (Signaling System 7), 82 SSCP (Skinny Station Control Protocol), 379 subjective speech measurement, MOS, 68–71,	T1 line coding, 71–72, 76–77 Catalyst 6000 Voice T1 module, 388 clocking, 76–77 comparing to E1, 80 controller settings, 216–217 D4 framing pattern, 73 ESF (Extended Superframe Format), 74, 76 management channel, 74, 76 Ones Density rules, 76–77 robbed bit signaling, 73–74 tagging, 265 talk slots, 417 talk spurts, 259
BVMs as clock source, 164 confirmation tones for voice ports, 198 signaling type for voice ports, 185 speech quality establishing guidelines, 431 coding/compression, 431 fixed delay components, 434 MOS, 432–433 variable delay components, 435 measuring, 65, 67 MOS (mean opinion score), 68, 70–71 toll-quality, 67 transparent quality (ITU-T), 67 SS7 (Signaling System 7), 82 SSCP (Skinny Station Control Protocol), 379 subjective speech measurement, MOS, 68–71, 432–433	T1 line coding, 71–72, 76–77 Catalyst 6000 Voice T1 module, 388 clocking, 76–77 comparing to E1, 80 controller settings, 216–217 D4 framing pattern, 73 ESF (Extended Superframe Format), 74, 76 management channel, 74, 76 Ones Density rules, 76–77 robbed bit signaling, 73–74 tagging, 265 talk slots, 417 talk spurts, 259 talker echo, 49–50
BVMs as clock source, 164 confirmation tones for voice ports, 198 signaling type for voice ports, 185 speech quality establishing guidelines, 431 coding/compression, 431 fixed delay components, 434 MOS, 432–433 variable delay components, 435 measuring, 65, 67 MOS (mean opinion score), 68, 70–71 toll-quality, 67 transparent quality (ITU-T), 67 SS7 (Signaling System 7), 82 SSCP (Skinny Station Control Protocol), 379 subjective speech measurement, MOS, 68–71, 432–433 sublayers of QSIG, 419	T1 line coding, 71–72, 76–77 Catalyst 6000 Voice T1 module, 388 clocking, 76–77 comparing to E1, 80 controller settings, 216–217 D4 framing pattern, 73 ESF (Extended Superframe Format), 74, 76 management channel, 74, 76 Ones Density rules, 76–77 robbed bit signaling, 73–74 tagging, 265 talk slots, 417 talk spurts, 259 talker echo, 49–50 tandeming, 289–291
BVMs as clock source, 164 confirmation tones for voice ports, 198 signaling type for voice ports, 185 speech quality establishing guidelines, 431 coding/compression, 431 fixed delay components, 434 MOS, 432–433 variable delay components, 435 measuring, 65, 67 MOS (mean opinion score), 68, 70–71 toll-quality, 67 transparent quality (ITU-T), 67 SS7 (Signaling System 7), 82 SSCP (Skinny Station Control Protocol), 379 subjective speech measurement, MOS, 68–71, 432–433 sublayers of QSIG, 419 Superframes, 72	T1 line coding, 71–72, 76–77 Catalyst 6000 Voice T1 module, 388 clocking, 76–77 comparing to E1, 80 controller settings, 216–217 D4 framing pattern, 73 ESF (Extended Superframe Format), 74, 76 management channel, 74, 76 Ones Density rules, 76–77 robbed bit signaling, 73–74 tagging, 265 talk slots, 417 talk spurts, 259 talker echo, 49–50 tandeming, 289–291 disadvantages in voice networks, 137
BVMs as clock source, 164 confirmation tones for voice ports, 198 signaling type for voice ports, 185 speech quality establishing guidelines, 431 coding/compression, 431 fixed delay components, 434 MOS, 432–433 variable delay components, 435 measuring, 65, 67 MOS (mean opinion score), 68, 70–71 toll-quality, 67 transparent quality (ITU-T), 67 SS7 (Signaling System 7), 82 SSCP (Skinny Station Control Protocol), 379 subjective speech measurement, MOS, 68–71, 432–433 sublayers of QSIG, 419 Superframes, 72 supervisory signaling, 28, 417	T1 line coding, 71–72, 76–77 Catalyst 6000 Voice T1 module, 388 clocking, 76–77 comparing to E1, 80 controller settings, 216–217 D4 framing pattern, 73 ESF (Extended Superframe Format), 74, 76 management channel, 74, 76 Ones Density rules, 76–77 robbed bit signaling, 73–74 tagging, 265 talk slots, 417 talk spurts, 259 talker echo, 49–50 tandeming, 289–291 disadvantages in voice networks, 137 TCD (telephony call dispatcher), 392
BVMs as clock source, 164 confirmation tones for voice ports, 198 signaling type for voice ports, 185 speech quality establishing guidelines, 431 coding/compression, 431 fixed delay components, 434 MOS, 432–433 variable delay components, 435 measuring, 65, 67 MOS (mean opinion score), 68, 70–71 toll-quality, 67 transparent quality (ITU-T), 67 SS7 (Signaling System 7), 82 SSCP (Skinny Station Control Protocol), 379 subjective speech measurement, MOS, 68–71, 432–433 sublayers of QSIG, 419 Superframes, 72 supervisory signaling, 28, 417 local-loop seizure, 28–32	T1 line coding, 71–72, 76–77 Catalyst 6000 Voice T1 module, 388 clocking, 76–77 comparing to E1, 80 controller settings, 216–217 D4 framing pattern, 73 ESF (Extended Superframe Format), 74, 76 management channel, 74, 76 Ones Density rules, 76–77 robbed bit signaling, 73–74 tagging, 265 talk slots, 417 talk spurts, 259 talker echo, 49–50 tandeming, 289–291 disadvantages in voice networks, 137

telephony systems	traditional networks, 5
confirmation tone, 38	data networks, 6-7
devices, 26–27	delay, 17
glare, 30	jitter, 17
GSTN (global system telephone network), 373	shared, 12
off-hook state, 28	voice, 5–6
old-world	traffic
key systems, 398–399	classes, 308–309
PBXs, 399, 401	minimizing delay, 310
on-hook state, 28	non-real time, 314–316
power supply, 40	real time, 314–315
private	congestion management, 350
first-generation, 400	packet classification schemes, 349
PBXs, 402	policing, 264
second-generation, 400	queuing, 264
third-generation, 400	scheduling, 264
switches, 39	voice/data integration, 132
CO switches, 40–41	traffic shaping, 260–261, 264
intermediate switches, 41	ATM, 312
PBXs, 41	for data/video, 314
voice switches, 40	voice traffic
third-generation, 400	calculating average options, 323–324
terminal interfaces, 400	calculating burst options, 323–324
terminals, 339	calculating peak options, 323–324
test commands, 248-249	transcoding, 389
TFTP (trivial file transport protocol), AVVID, 376	transparent quality speech, 67
third-generation private telephony systems, 400	transport layer, VoIP protocol stack, 338
tie-line connections, 32, 125, 129	troubleshooting commands, 329–331, 362
voice port configuration, 201–202	debug commands, 363
time slots, 417	show commands, 363
timeouts initial command, 212	troubleshooting QoS, 269
timeouts interdigit command, 212	trunks, 46–47
time-slot synchronization, 80	ABCD bit pattern, configuring, 237, 239
time-stamping, UDP packets, 343–344	CO trunks, 47
timing command, 212–213	DID/DOD trunks, 48
toll bypass, 137	digital trunk gateways, 386
toll quality speech	FXO trunks, 47–48
G.711 standard, 66	FXS trunks, 48
ITU-T standard, 67	interfaces, 411–413
ToS (type of service) bits, 349	line provisioning, 438–439
	MC3810, setting options for, 161
	MFT (Multiflex Trunk), 311
	private trunk lines, 47
	service cards, 412
	telco trunks, 48
	voice classes, configuring, 236
	Total classes, configuring, 250

tuning voice port quality, 205–207, 209–214 two-way communication, VoATM, 328 type command, 190–191	VFCs (voice feature cards), Cisco AS5800, 111.  See also feature cards VG 200 VoIP gateway, 387–388
Type I E&M lines, 42–43	VICs (voice interface cards)
Type II E&M lines, 43	assembly, 155
Type III E&M lines, 44	Cisco 2600/3600 series routers, 102
Type IV E&M lines, 44	E&M, 127
Type V E&M lines, 46	port addressin, Cisco 3600 routers, 155
	selecting, 154–155
_	virtual circuits (VCs), 13
J	VNMs
	assemby, 155
UBR (unspecified bit rate), 308	selecting, 152
UDP (user datagram protocol), time-stamping	VoATM, 135–136
packets, 343–344	bandwidth allocation, 309
unacceptable telephone voice quality, 66	dial peers, configuring, 328–329
unicast conference bridges, 391	example, 326, 328
unified messaging, 141	example configuration, 322
Unix server-based PBXs, 407	hardware, 310–311
unsatisfactory speech quality (ITU-T standard), 68	peer configuration table, 328
unspecified bit rate (UBR), 308	VC queues, 135
uOne, 374	vocoder compression, 62–63
upgrading networks, pan-European firms, 455–458	VoFR, 134
user features for PBX, 420–421	CIR, example configuration, 284
	Cisco implementation, 262
_	benefits of, 263
	restrictions, 264
	enablingn on specified DLCI, 271–274
VAD (voice activity detection), 65	PVCs, example configuration, 284–285
vad command, 227	QoS, applying, 264–265
variable bit rate (VBR), 308	tandeming, 289, 291
variable delay	vofr command, 271–274
de-jitter buffers, 259	voice bandwidth command, 276–278
queuing delay, 259	voice calls, calculating bandwidth, 359–360
WAN/service provider delay, 259	voice cards, configuring, 239
variation. See also delay	voice class permanent command, 236
VBR (variable bit rate), 308	voice compression
VBR-nrt (non-real time), 308	codec complexity, 240
VBR-rt (real time), 308	comparing techniques, 64
vbr-rt command, 322	Voice Feature cards, Cisco AS5800, 111
VC (virtual circuit) queues, VoATM networks, 135	voice gateways
verifying	Cisco AS5300, 107
dial peer configuration, 243	Cisco AS5800, 110–112
hardware installation	voice local-bypass command, 214

Cisco 3600 routers, 156 MC3810, 167-168

voice networks, 5. See also integrated voice/data	tuning, 205–214
networks	voice quality
analog, 6	establishing guidelines, 431
capacity planning, 438–439	coding/compression, 431
global firms, 445	fixed delay components, 434
multinational firms, 468–470	MOS, 432–433
pan-European firms, 453, 456–458	variable delay components, 435
delay, 427	measuring, 65
delay budget, calculating, 435, 437–438	voice switches, 40
digital, 6	Voice T1 and Services Module, 389
echo, 49–50	voice vad-time command, 213
echo cancellation, 50	voice/data integration, See integrated voice/data
echo suppression, 50	networks
financial analysis, 439	voice/fax network module, Cisco 2600/3600 series
global firms, 446–448	routers, 101–102
multinational firms, 470–471	voice-card command, 239
pan-European firms, 460–461	voice-confirmation-tone command, 198
voice ports, 179	voice-grade analog channels, bandwidth, 56
analog, configuring, 182	voice-mail systems, 422
call progress tone, setting, 185	AVVID, 16
confirmation tones, specifying, 198	uOne messaging, 374
connection mode, specifying, 197	voice-over technologies
decibel levels, calculating, 205	connection types
digital, configuring, 183	local, 123
disabling, 185	off-net, 124
E&M	on-net, 123
call completion, enabling, 191-193	on-to off-net, 126
configuring, 189–195	PLAR, 124
FXO	tie-line, 125
dial type, specifying, 187	dial peers, 181, 229–242
impedence, adjusting, 211	MC3810, configuring, 165
terminating impedence, specifying, 208	selecting, 132
FXS, specifying ring frequency, 187	VoATM, 135–136
input/output power levels	VoFR, 134
baselining, 205	voice-port command, 182–183
correcting, 210	voice-port tuning commands, 204
ISDN PRI, configuring, 221, 223	VoIP
logical, 219	Cisco implementation, 347
PLAR	H.323, 338, 340–342
off-premises extension, 200	ISDN BRI, 104
specifying, 198	signaling, 345
residual echo suppression, 210	VPNs (virtual private networks), 402
signaling type, specifying, 185	VWICs, MFT (MultiFlex Trunk), 103
string description, adding, 185	
tie-line connections, configuring, 201–202	
timing parameters, adjusting, 212–213	
trunk connections, specifying, 202–203	

# W-Z

#### WANs

bandwidth, conserving over links, 381–383
edge queuing techniques, 351
fast packet switching, 415
service provider delay, 259
wave form compression, 62
WFQ (weighted fair queuing), 353
enabling for PVCs, 278–279
example configuration, 282
WICs (WAN interface cards), MFT (MultiFlex
Trunk) VWIC, 103
Windows server-based PBXs, 407
wink signals, 418
wink-start signaling, 34–35
wiring, PBX systems, 413–414
WRED (Weighted Random Early Detection), 350

X.25, 15-16