About This Guide

This section describes the objectives, audience, organization, and conventions of the *Guide to Cisco Systems' VoIP Infrastructure Solution for SIP*.

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM, a member of the Cisco Connection Family, is updated monthly. Therefore, it might be more up to date than printed documentation. To order additional copies of the Documentation CD-ROM, contact your local sales representative or call customer service. The CD-ROM package is available as a single package or as an annual subscription. You can also access Cisco documentation on the World Wide Web at http://www.cisco.com, http://www-china.cisco.com, or http://www-europe.cisco.com.

Objectives

This guide is designed to help you understand and implement the Cisco Voice over IP (VoIP) Infrastructure Solution for the Session Initiation Protocol (SIP), Version 1.0.

Audience

This document is intended for system administrators who will install, configure, and manage a VoIP solution.

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Organization

This document is divided into the following chapters:

Chapter	Title	Description
Chapter 1	Overview of the Session Initiation Protocol	Provides an overview of SIP, its components, and how it works.
Chapter 2	Overview of the Cisco VoIP Infrastructure Solution for SIP	Provides an overview of the Cisco VoIP Solution for SIP.
Chapter 3	Installing the Cisco VoIP Infrastructure Solution for SIP	Provides an overview of how to install the components of the Cisco VoIP Solution for SIP.
Chapter 4	Configuring the Cisco VoIP Infrastructure Solution for SIP	Provides scenario-based examples of how to configure the components of the Cisco VoIP Solution for SIP.
Chapter 5	Managing and Troubleshooting the Cisco VoIP Infrastructure Solution for SIP	Describes the tools that are available for managing and troubleshooting the Cisco VoIP Solution for SIP. This chapter also provides tips for problem isolation and recommendations for problem resolution.
Chapter 6	SIP Messages and Compliance Information for the Cisco VoIP Infrastructure Solution for SIP	Describes the methods and messages used by SIP and how the components of the solution handles these methods and messages.
Chapter 7	SIP Call-Flow Process for the Cisco VoIP Infrastructure Solution for SIP	Illustrates how SIP messages are exchanged during the call process.
	Glossary	Provides definitions of the acronyms and terms used in this document.

Command Syntax Conventions

Table 1 describes the syntax used with the commands in this document.

Table 1   Command Syntax Guide

Convention	Description
boldface	Commands and keywords.
italic	Command input that is supplied by you.
[ ]	Keywords or arguments that appear within square brackets are optional.
{ x	x	x }	A choice of keywords (represented by x) appears in braces separated by vertical bars. You must select one.
^ or Ctrl	Represent the key labeled *Control*. For example, when you read *^D* or *Ctrl-D*, you should hold down the Control key while you press the D key.
`screen font`	Examples of information displayed on the screen.
boldface screen font	Examples of information that you must enter.
< >	Nonprinting characters, such as passwords, appear in angled brackets.
[ ]	Default responses to system prompts appear in square brackets.

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Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

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You can access the most current Cisco documentation on the World Wide Web at the following sites:

*   http://www.cisco.com
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*   Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, in North America, by calling 800 553-NETS(6387).

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Attn Document Resource Connection
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San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

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To access Cisco.com, go to the following website:

http://www.cisco.com

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Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website:

http://www.cisco.com/tac

P3 and P4 level problems are defined as follows:

• P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.

• P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website:

http://www.cisco.com/register/

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

http://www.cisco.com/tac/caseopen

Contacting TAC by Telephone

If you have a priority level 1(P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

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

P1 and P2 level problems are defined as follows:

• P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.

• P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.

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