

# Inter-Tel Key System with CallManager using 6608-T1 PRI NI-2 Gateway

This application note illustrates for connectivity of Inter-Tel Key System with CallManager using 6608-T1 PRI NI-2 Gateway.

#### **Integration Description**

Connectivity is achieved by using the industry standard PRI NI-2 protocol. The Inter-Tel system can be configured as USER side only.

#### Cisco Systems Equipment needed

Hardware (Gateway): 6608 T1 Port Software: CallManager Release 3.1

# Inter-Tel Hardware and Software Requirements

Hardware: Axxess 256 Software: Version 5.2

#### **Features Supported**

Key features supported:

Calling/Called Number

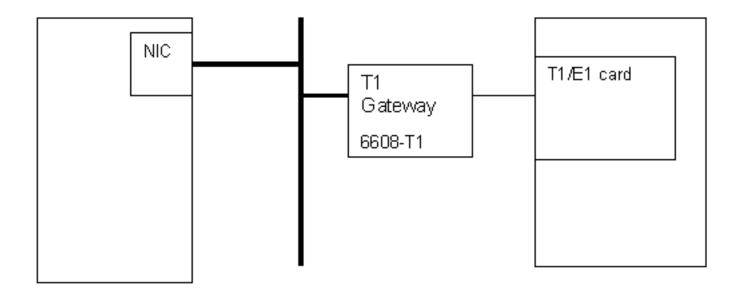
Key features not supported:

Calling/Called Name



# **Network Diagram**

Figure 1
Network Test Topology



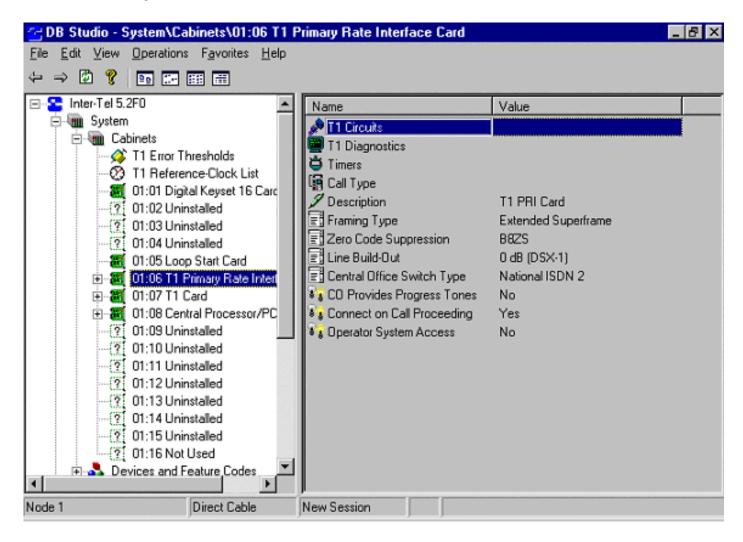
# Configuring the Inter-Tel Key System

Configure in the following sequence:

- 1. "Configure T1 Trunk" on page 3
- 2. "Configure B-Channels Circuits" on page 4
- 3. "Configure Reference Clock" on page 6
- 4. "Configure T1 PRI Timers" on page 7
- 5. "Configure Call Routing Table" on page 8

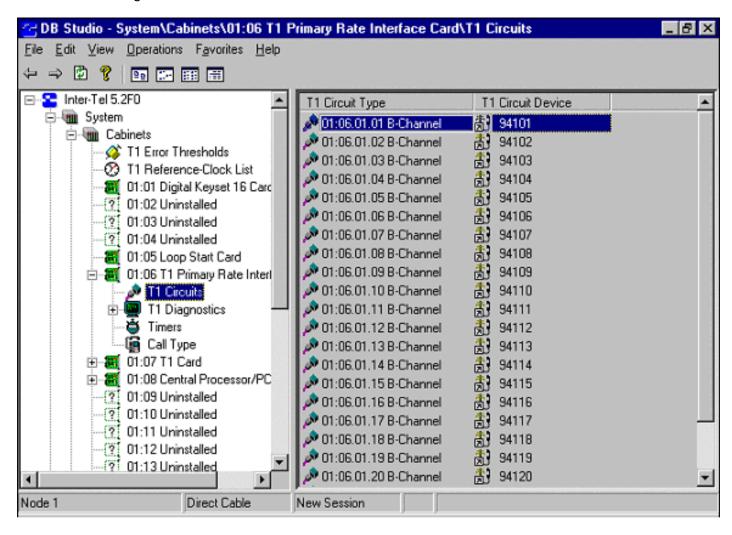


#### Configure T1 Trunk

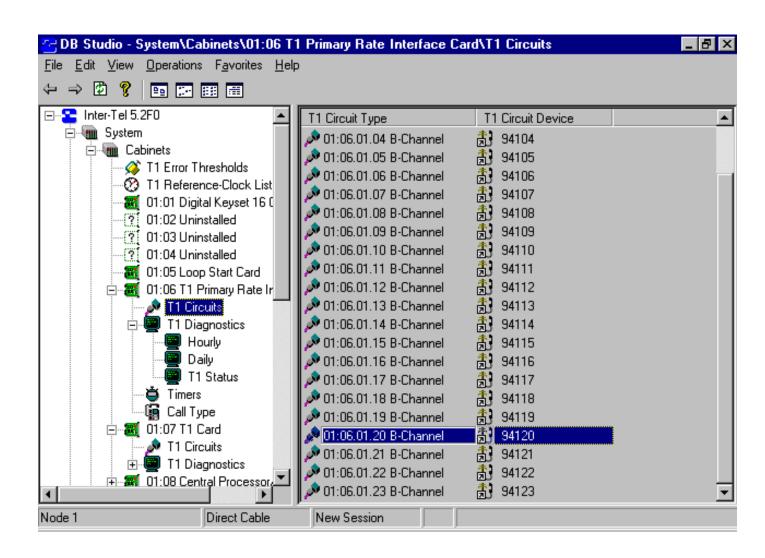




#### Configure B-Channels Circuits

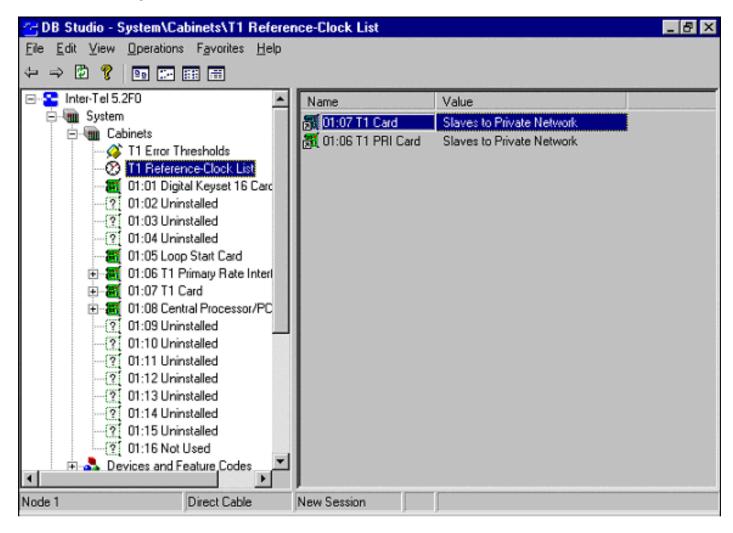






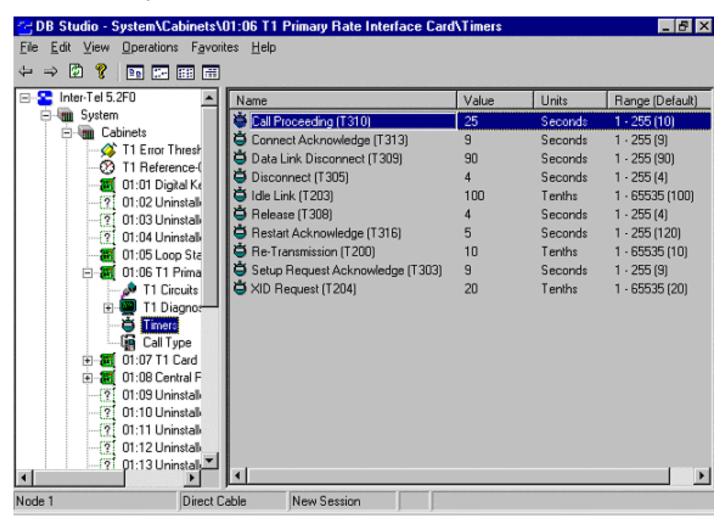


# **Configure Reference Clock**



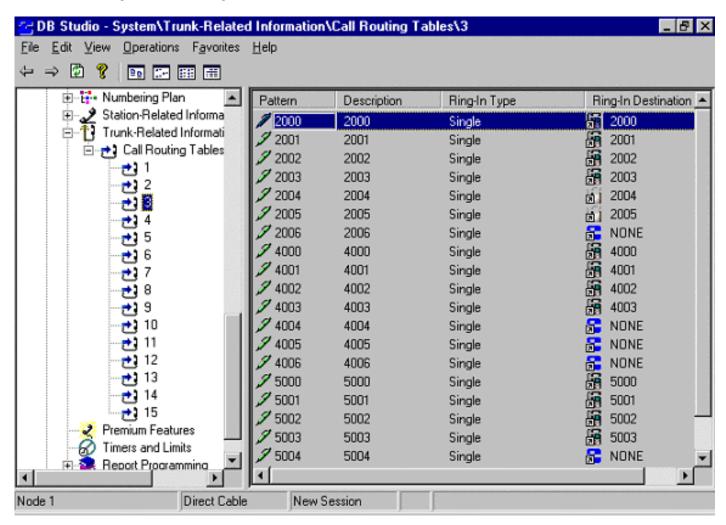


#### **Configure T1 PRI Timers**





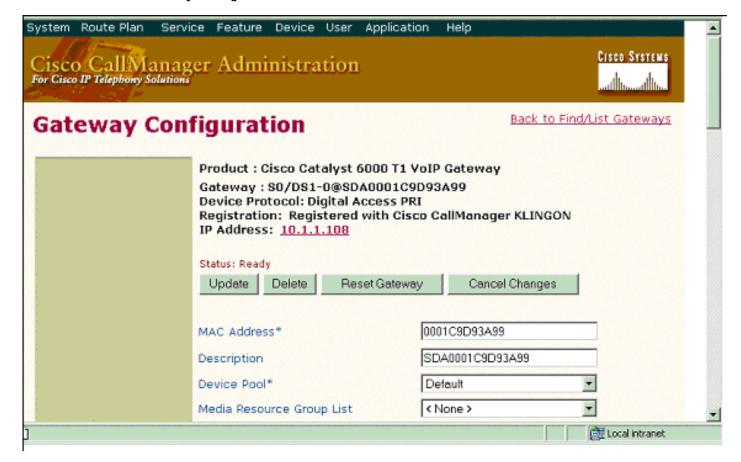
#### **Configure Call Routing Table**





#### Configuring Cisco CallManager

6680 Gateway Configuration



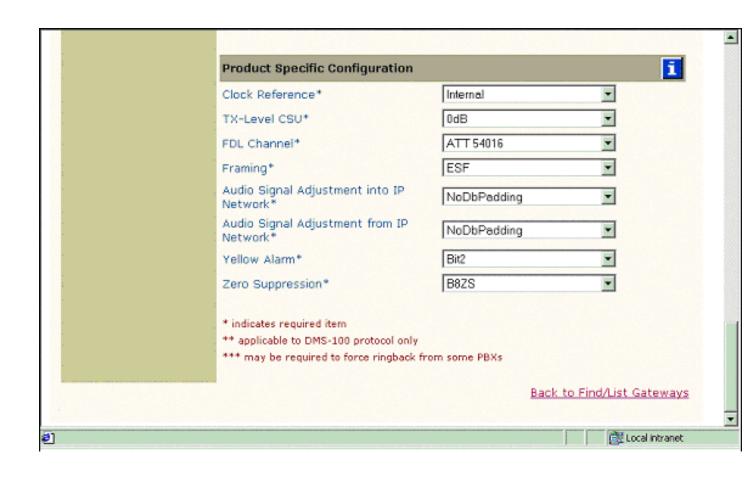


	Network Hold Audio Source	< None >	V	•
	User Hold Audio Source	< None >	▼	
	Calling Search Space	< None >	▼	
	Location	< None >	▼	
	Load Information			
	Channel Selection Order*	Top Down	▼	
	РСМ Туре*	μ-law	▼	
	Protocol Side*	Network	▼	
	Caller ID DN			
	Calling Party Selection*	Originator	V	
	Channel IE Type*	Use Number when 1B	•	
	Interface Identifier Present**			
	Interface Identifier Value**	0		
	Display IE Delivery			
	Redirecting Number IE Delivery	₽		
	Delay for first restart (1/8 sec ticks)	32		+
<b>@</b>	 		E Local intranet	



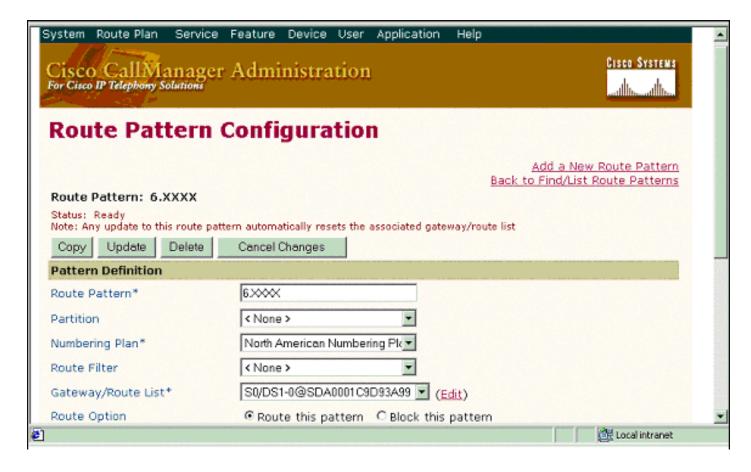
				-
	Delay between restarts (1/8 sec ticks)	4		_
	Num Digits*	23	▼	
	Sig Digits	₹		
	Prefix DN			
	Presentation Bit*	Allowed		
	Called party IE number type unknown*	Cisco CallManager		
	Calling party IE number type unknown*	Cisco CallManager	▼	
	Called Numbering Plan*	Cisco CallManager	•	
	Calling Numbering Plan*	Cisco CallManager	▼	
	PRI Protocol Type*	PRI NI2	▼	
	Inhibit restarts at PRI initialization	₹		
	Enable status poll			
	Number of digits to strip*	0	•	
	Country Code*	North America	▼	
	Setup non-ISDN Progress Indicator IE Enable***			•
<u>5</u>			Local intranet	



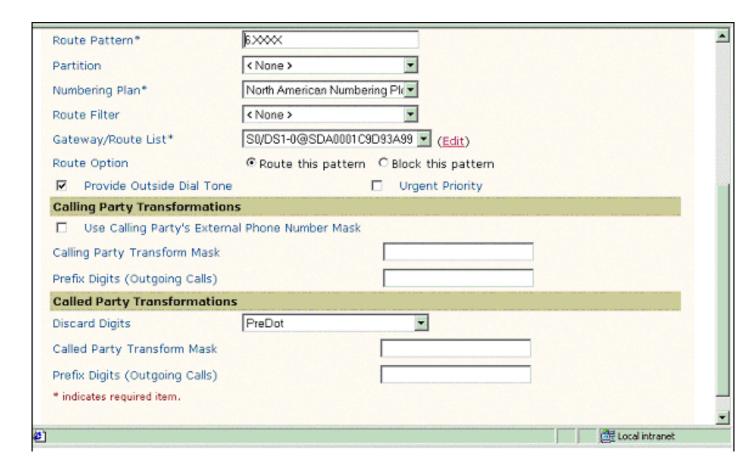




#### **Route Pattern Configuration**







#### Considerations

#### **Calling Name and Number Feature**

Calling Name delivery and presentation features are not supported by the Inter-Tel Key System for PRI link.

When calling from Cisco 7960 IP phone to Inter-Tel digital phone, Calling/Called Number is displayed on both phones after the call is answered as expected.

When calling from Inter-Tel digital phone to Cisco 7960 IP phone, IP phone displays Connected Number after the call is answered. Inter-Tel phone however does NOT get updated when the call is answered. It displays the numbers being dialed instead. (i.e. Access Code, extension number). It was verified using ISDN protocol analyzer that the CallManager was not sending "Connected Number" information in the connect message back to Inter-Tel Key System.



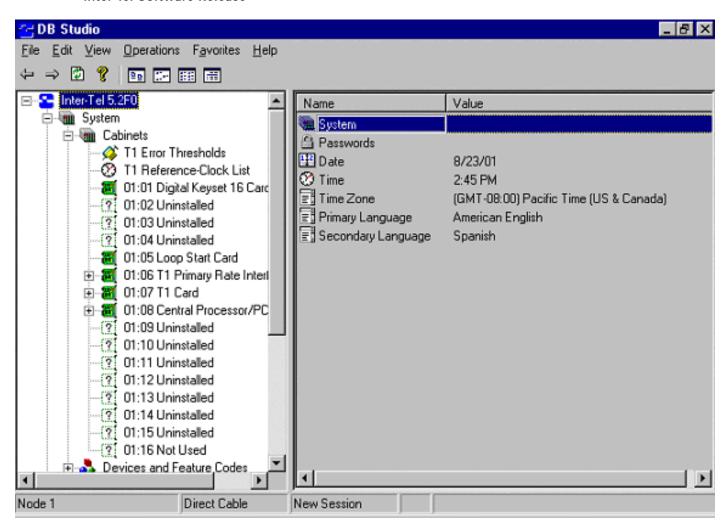
# Appendix A

# CallManager Software Release





#### Inter-Tel Software Release





# Catalyst 6000 Switch Configuration

Console> sh version

WS-C6006 Software, Version NmpSW: 5.5(6a) Copyright (c) 1995-2001 by Cisco Systems NMP S/W compiled on Feb 23 2001, 10:23:18

System Bootstrap Version: 5.3(1)

Hardware Version: 2.0 Model: WS-C6006 Serial #: TBA04511172

Mod	Port	Model	Serial #	Versions
1	2	WS-X6K-SUP1A-2GE	SAD05010NBK	Hw: 7.0 Fw: 5.3(1) Fwl: 5.4(2) Sw: 5.5(6a) Sw1: 5.5(6a)
		WS-F6K-PFC	SAD05020221	Hw : 1.1
3	48	WS-X6348-RJ-45	SAD04420N7B	
				Fw : 5.4(2)
		NO DOLL TADIAD		Sw : 5.5(6a)
4	24	WS-F6K-VPWR WS-X6624-FXS	SAD050203M8	Hw : 1.0
4	44	WS-X0024-FX5	SADUSUZUSMO	Fw : 5.4(2)
				Sw : 5.5(6a)
				HP : A00203010007; DSP : A003C031 (3.3.30)
5	8	WS-X6608-T1	SAD04400EM0	
				Fw : 5.4(2)
				Sw : 5.5(6a)
				HP1: D00403010013; DSP1: D005C031 (3.3.30)
				HP2: D00403010013; DSP2: D005C031 (3.3.30)
				HP3: D00403010013; DSP3: D005C031 (3.3.30)
				HP4: D00403010013; DSP4: D005C031 (3.3.30)
				HP5: D00403010013; DSP5: D005C031 (3.3.30)
				HP6: D00403010013; DSP6: D005C031 (3.3.30)
				HP7: D00403010013; DSP7: D005C031 (3.3.30)
_	0	NG V6600 B1	C3D04300Dii1	HP8: D00403010013; DSP8: D005C031 (3.3.30)
6	8	WS-X6608-E1	SAD04380DW1	$fw \cdot 1.1$ fw : 5.4(2)
				Sw : 5.5(6a)
				HP1: D00403010013; DSP1: D005C031 (3.3.30)
				HP2: D00403010013; DSP2: D005C031 (3.3.30)
				HP3: D00403010013; DSP3: D005C031 (3.3.30)
				HP4: D00403010013; DSP4: D005C031 (3.3.30)
				HP5: D00403010013; DSP5: D005C031 (3.3.30)
				HP6: D00403010013; DSP6: D005C031 (3.3.30)
				HP7: D00403010013; DSP7: D005C031 (3.3.30)
				HP8: D00403010013; DSP8: D005C031 (3.3.30)
	_	D 7 M	DI ACTI	MIDAM
Mod:	ם ale T	RAM otal Used Free	FLASH Total U	NVRAM sed Free Total Used Free
		osed fiee		
1		65408K 37527K 2788	1K 16384K	11546K 4838K 512K 198K 314K

Uptime is 22 days, 23 hours, 13 minutes



#### Console>

Console> sh module

			Module-Ty	/pe 	Model			Sub	Status
1 3 4					ws-x6 ws-x6 ws-x6	K-SUP1A- 348-RJ-4 624-FXS 608-T1 608-E1	15	yes yes no no	ok ok ok
		le-Nam	e	Serial-Num					
1 3 4 5				SAD05010NBK SAD04420N7E SAD050203M8 SAD04400EM0 SAD04380DW1	3				
		Addres				Fw		Sw	
1	00-04 00-04	1-c0-f 1-c0-f	8-42-02 to 8-42-00 to		8-42-03 7.0 8-42-01	5.3(	1)	5.5	(6a)
3	00-02	2-fc-2	0-5e-50 to	00-02-fc-2	20-5e-7f 1.4	5.4(	2)	5.5	(6a)
			a-2e-35			5.4(			
5	00-01	l-c9-d	9-3a-98 to	00-01-c9-c	l9-3a-9f 1.1	5.4(	2)	5.5	(6a)
6	00-01	l-c9-d	8-63-3e to	00-01-c9-d	18-63-45 1.1	5.4(	2)	5.5	(6a)
Mod	Sub-1	Гуре		Sub-Mod	le1	Sub-Se	erial	Sub-I	Hw 
Mod    1 :	 L3 Sv	 witchi		WS-F6K-	PFC				Hw 
Mod 1	L3 Sv Inlir ole>	witchi ne Pow	ng Engine er Module	WS-F6K-	PFC VPWR	 SAD050	020221	1.1	Hw - –
Mod :	L3 Sv Inlir ole> ole>	witchi ne Pow	ng Engine er Module	WS-F6K- WS-F6K-	PFC VPWR	SAD050	Speed	1.1 1.0	Hw 
Mod : 1 : 3 : Consc Port 5/1	L3 Sv Inlir ole> ole> Nar	witchi ne Pow	ng Engine er Module	WS-F6K- WS-F6K- Status	PFC VPWR Vlan	SAD050  Duplex full	Speed1.544	1.1 1.0 Type	Hw 
Mod in the state of the state o	L3 Sv Inlir ole> ole> Nar	witchi ne Pow	ng Engine er Module	WS-F6K-WS-F6K-Status	PFC VPWR Vlan	Duplex full full	Speed 1.544 1.544	1.1 1.0 Type  T1	Hw 
Mod : 1 :: 3 :: Consc  Consc  Fort 5/1 5/2 5/3	L3 Sv Inlir ole> ole> Nar	witchi ne Pow	ng Engine er Module	WS-F6K-WS-F6K-Status	Vlan 1 1 1 1 1	Duplexfull full full	Speed1.544 1.544 1.544	1.1 1.0 Type  T1 T1	Hw 
Mod ; 1 :: 3 :: Consc  Port 5/1 5/2 5/3 5/4	L3 Sv Inlir ole> ole> Nar	witchi ne Pow	ng Engine er Module	WS-F6K-WS-F6K-Status notconnect connected notconnect	Vlan 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Duplex full full full	Speed1.544 1.544 1.544 1.544	Type T1 T1 T1	
Mod : 1 :: 3 :: 2 :: 2 :: 3 :: 2 :: 2 :: 2 ::	L3 Sv Inlir ole> ole> Nar	witchi ne Pow	ng Engine er Module	WS-F6K-WS-F6K-Status notconnect connected notconnect notconnect	Vlan 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Duplex full full full full	Speed 1.544 1.544 1.544 1.544	1.1 1.0 Type  T1 T1 T1	
Mod : : : : : : : : : : : : : : : : : : :	L3 Sv Inlir ole> ole> Nar	witchi ne Pow	ng Engine er Module	WS-F6K-WS-F6K-Status notconnect connected notconnect notconnect notconnect	Vlan  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Duplex full full full full full	Speed 1.544 1.544 1.544 1.544 1.544	Type T1 T1 T1 T1 T1	
Mod : 1 :: 3 :: 2 :: 2 :: 3 :: 2 :: 2 :: 2 ::	L3 Sw Inlir ole> ole> Nar	witchi ne Pow	ng Engine er Module	WS-F6K-WS-F6K-Status notconnect connected notconnect notconnect	Vlan  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Duplex full full full full full full full	Speed 1.544 1.544 1.544 1.544	Type T1 T1 T1 T1 T1 T1	Hw 
Mod : : : : : : : : : : : : : : : : : : :	L3 Sw Inlir ole> ole> Nar	witchi ne Pow	ng Engine er Module	Status notconnect connected notconnect notconnect notconnect notconnect	Vlan  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Duplex full full full full full full full	Speed 1.544 1.544 1.544 1.544 1.544 1.544	Type T1 T1 T1 T1 T1 T1 T1	Hw 
Mod : : : : : : : : : : : : : : : : : : :	L3 Sw Inlir ole> ole> Nar	sh po	ng Engine er Module  rt 5   MAC-Add	WS-F6K-WS-WS-F6K-WS-F6K-WS-WS-WS-WS-F6K-WS-WS-WS-WS-WS-WS-WS-WS-WS-WS-WS-WS-WS-	Vlan  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Duplex full full full full full full full	Speed 1.544 1.544 1.544 1.544 1.544 1.544 1.544	1.1 1.0  Type T1 T1 T1 T1 T1 T1 T1 T1 T1	
Mod : : : : : : : : : : : : : : : : : : :	L3 Sw Inlir ole> ole> Nar	sh po	mg Engine er Module  rt 5   MAC-Add e 00-01-c	WS-F6K-WS-F6K-WS-F6K-Status  notconnect connected notconnect notco	Vlan  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Duplex full full full full full full full	Speed 1.544 1.544 1.544 1.544 1.544 1.544 1.544 1.544 1.544 1.544	Type T1 T1 T1 T1 T1 T1 T1 T2 T1 T2 T3 T3 T4 T5	
Mod :	L3 Sw Inlir ole>  Ole> Nar	sh po me  DHCP  enabl enabl	MAC-Add	Status  Status  notconnect connected notconnect notconnect notconnect notconnect notconnect notconnect socionnect notconnect notconnect notconnect notconnect notconnect	Vlan  Vlan  1 1  1 1  1 1  1 1  1 1  1 1  1 1  1	Duplex full full full full full full full	Speed 1.544 1.544 1.544 1.544 1.544 1.544 1.544 1.544 1.544 1.545 1.545 1.545	Type T1 T1 T1 T1 T1 T1 T1 255.0	
Mod : : : : : : : : : : : : : : : : : : :	L3 Sw Inlir ole>  Ole> Nar	sh po me  DHCP  enabl enabl	MAC-Add o e 00-01-ce e 00-01-ce e 00-01-ce	Status Status Notconnect Connected Notconnect Notconnec	Vlan  Vlan  1 1  1 1  1 1  1 1  1 1  1 1  1 1  1	Duplex full full full full full full 5 5 5 5 5 5	Speed 1.544 1.544 1.544 1.544 1.544 1.544 1.544 1.544 1.544 1.545 1.545 1.555 1.555 1.555 1.555	Type T1 T1 T1 T1 T1 T1 T1 255.0	
Mod :	L3 Sw Inlir ole>  Ole> Nar	sh po me  DHCP  enabl enabl	MAC-Add e 00-01-c e 00-01-c e 00-01-c e 00-01-c	Status  Status  notconnect connected notconnect notconnect notconnect notconnect notconnect notconnect socionnect notconnect notconnect notconnect notconnect notconnect	Vlan  Vlan  1 1  1 1  1 1  1 1  1 1  1 1  1 1  1	Duplex full full full full full full full	Speed 1.544 1.544 1.544 1.544 1.544 1.544 1.544 1.544 1.544 1.545 1.545 1.545	Type T1 T1 T1 T1 T1 T1 T1 C255.0 C255.0	



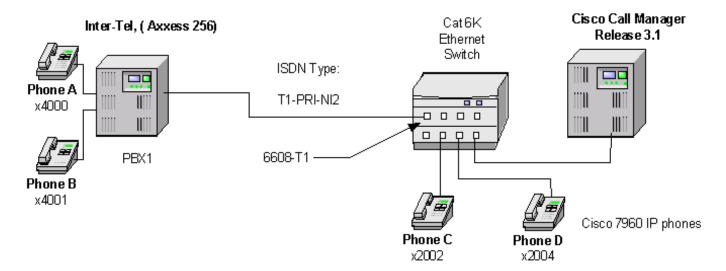
5/7 5/8			-d9-3a-9e 10.1. -d9-3a-9f 10.1.	1.113 255.2 1.114 255.2	255.255.0 255.255.0	
				TFTP-Server	Gateway	
5/1	10.1.1.		10.1.1.2	10.1.1.2	10.1.1.7	
5/2	10.1.1.	2	10.1.1.2	10.1.1.2	10.1.1.7	
5/3	10.1.1.	2	10.1.1.2	10.1.1.2	10.1.1.7	
5/4	10.1.1.	2	10.1.1.2	10.1.1.2	10.1.1.7	
5/5	10.1.1.	2	10.1.1.2	10.1.1.2	10.1.1.7	
5/6	10.1.1.	2	10.1.1.2	10.1.1.2	10.1.1.7	
5/7	10.1.1.	2	10.1.1.2	10.1.1.2	10.1.1.7	
5/8	10.1.1.	2	10.1.1.2	10.1.1.2	10.1.1.7	
Port	DNS-Ser		Domain			
5/1	_		_			
5/2	_		_			
5/3			_			
5/4	_		_			
5/5	-		-			
5/6	-		-			
5/7	-		-			
5/8	-		-			
	CallMana					
5/1			C549			
5/2	registe: registe:	red	C549			
5/3			C549			
5/4			C549			
5/5	registe: registe:	red	C549			
5/6	registe	red	C549			
5/7	registe		C549			
5/8	registe	red	C549			
	NoiseRegen		_			
	enabled					
		enabled				
5/3	enabled	enabled				
		enabled				
5/5	enabled	enabled				
	enabled	enabled				
		enabled				
	enabled	enabled				
Conso	le>					



#### **Test Configuration**

Figure 2
Test Topology

# Basic Call Setup End-to-End Configuration



The above diagram is representative of the various configurations used for testing.

As shown in the diagram above, an Inter-Tel Axxess 256 Key System was connected via an ISDN T1 PRI link to a Cisco 6608-T1 Gateway, which in turn, was connected to an Ethernet switch. The interoperability testing involved Layers 1, 2 and 3 on the ISDN PRI link between a Cisco 6608-T1 and the Key System.

#### Layer 1 (Physical Layer)

The Inter-Tel configuration screen for the T1 PRI trunk's physical layer parameters are under System -> Cabinets -> T1 Primary Rate Interface screen.

#### Layers 2 & 3 (Q.921 and Q.931)

Layer 2 and 3 packet exchanges were monitored using an Acacia Clarinet protocol analyzer, bridged across the PRI link in high impedance mode.

Layer 2 Q.921 packets were monitored to ensure that each Inter-Tel/6608 software configuration properly exchanged SABME/UA packets to initialize the ISDN link, and then RR packets were exchanged every 30 seconds.

Layer 3 Q.931 packets were monitored to ensure that the appropriate call setup/teardown packets were exchanged for each configuration, and that the SETUP packets contained the mandatory Information Elements with the necessary details, as well as optional IEs such as Calling Name and Number.

Telephone calls were made end-to-end in both directions through the Cisco 6608-T1 Gateway, and a check was made to ensure that there was an audio path in both directions for each call.



#### **User/Network Settings**

The Cisco 6608-T1 Gateway with ISDN protocol type setting of PRI-NI2 supports both protocol sides by selecting "Network/User" in the protocol side field when configuring the Gateway via CallManager.

The Inter-Tel T1 PRI, when set to NI2, supports "USER" protocol side only. Therefore Cisco 6608-T1 should be configured as Network side.

#### **Test Results**

Testing was performed by Test Engineer(s): Samir Batio, August 24, 2001

#### Test Setup 1

Test configuration:

- PBX1 configured as NI2, emulates User
- Cisco 6608-T1 Gateway configured as PRI NI2, emulates Network

Table 1 Test Setup 1 Switch and Gateway Settings

Inter-Tel Axxess 256 Switch-type/ Protocol -side Setting	Cisco 6608-T1 ISDN Protocol/Protocol-side Setting
NI2/User	PRI NI2/Network

Table 2 Basic Calls: (Enbloc Sending)

Calls Made	Call Comp?	"Calling Number" Passed to Final Destination?	"Calling Name" Passed to Final Destination?	"Called Number" Passed to Orig. Side?	"Called Name" Passed to Orig. Side?	Notes
Phone A to Phone C	Yes	Yes	No	No <sup>1</sup>	No <sup>2</sup>	
Phone C to Phone A	Yes	Yes	No	Yes	No	

<sup>1.</sup> CallManager is not sending "Connected Number" information in the connect message back to PBX.

<sup>2.</sup> The Inter-Tel PRI interface with NI2 setting does not support "Calling Name" presentation Feature.



 Table 3
 Call Transfers: (Supervised Local Transfers)

Calls Made	Call Comp?	Orig. "Calling Number" displayed on Final Dest. phone?	Orig. "Calling Name" displayed on Final Dest. phone?	"Called Number" display on Orig. phone updated after transfer?	"Called Name" display on Orig. phone updated after transfer?	Notes
Phone C to Phone A Xfr to Phone B	Yes	Yes	No	No	No	
Phone A to Phone C Xfr to Phone D	Yes	Yes	No	No	No	

Table 4 Call Conferencing (Local)

Calls Made	Call Comp?	"Calling Number" passed to remaining conferee when the conferencin g phone drops out?	"Calling Name" passed to remaining conferee when the conferencin g phone drops out?	"Connected Number" updated on Orig. Caller phone display when a conferee drops out?	"Connected Name" updated on Orig. Caller phone display when a conferee drops out?	Notes
Phone C to Phone A, Phone A conf Phone B	Yes	(A Drops out) Yes	(A Drops out) No	(A Drops out) No	(A Drops out) No	
Phone C to Phone A, Phone C conf Phone D	Yes	(C Drops out) No	(C Drops out) No	(D Drops out) No	(D Drops out) No	
Phone A to Phone C, Phone C conf Phone D	Yes	(C Drops out) No	(C Drops out) No	(C Drops out) No	(C Drops out) No	
Phone A to Phone C, Phone A conf Phone B	Yes	(A Drops out) No	(A Drops out) No	(B Drops out) No	(B Drops out) No	



Table 5 Call Forward (Local)

Calls Made	Call Comp?	Original "Calling Number" passed to Final Dest.?	Original "Calling Name" passed to Final Dest.?	Forwarding "Called Number" passed to Final Dest.?	Forwarding "Called Name" passed to Final Dest.?	Final dest. "Connecte d Number" updated at orig. side?	Final dest. "Connecte d Name" updated at orig. side?
Phone C to Phone A fwd to Phone B	Yes	Yes	No	No	Yes	No	No
Phone A to Phone C fwd to Phone D	Yes	Yes	No	No	No	No	No



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