



Preface

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Purpose

The *Cisco Self-Service Phone Administration Installation and User Guide* provides the following information:

- Overview of the Cisco Self-Service Phone Administration (Cisco SPA) product
- Cisco BTS10200 Softswitch product provisioning procedures that must be completed in order for Cisco SPA to manage phones in the network
- Installation and upgrade procedures
- Configuration, operation, and maintenance tasks
- Alarms and recovery procedures

Additional sources of information are listed under the [“Related Documents Available on Cisco.com”](#) section on [page viii](#) and the [“Online Help”](#) section on [page viii](#).

Audience

The primary audience for this guide consists of service provider administrators who use Cisco SPA to create accounts and groups to effectively manage phones on the network.

Scope

This document describes Cisco SPA in the context of the Cisco BTS10200 Softswitch. Cisco SPA is installed in a network that contains an installed, provisioned, and operating Cisco BTS10200 with its necessary components.

Installation and provisioning procedures for the Cisco BTS10200 Softswitch are described in the documents listed in the [“Related Documents Available on Cisco.com”](#) section that follows.

Related Documents Available on Cisco.com

In addition to this user guide, these related documents contain information pertinent to the Cisco SPA product:

- *Cisco Self-Service Phone Administration Release Notes*
- *Cisco BTS 10200 Softswitch Release Notes for Release 4.1*
- *Cisco BTS 10200 Softswitch Operations, Maintenance, and Troubleshooting*
- *Cisco BTS 10200 Softswitch Release 4.1 Provisioning Guide*
- *Cisco BTS 10200 Softswitch Release 4.1 Command Line Interface Reference Guide*
- *Cisco BTS 10200 Softswitch CORBA Programmer’s Specification*
- *Cisco BTS 10200 Softswitch System Description*

Online Help

Cisco SPA contains extensive online help that you access by clicking **Help** in the upper right corner of the window.

Cisco Systems

Self-Service Phone Administration

Logout: admin Help

You are here: Administration > Accounts > ab00001 > Activity

Account Activity

Find Account where: User ID starts with Go

Show 10 50 100 All

Date	User ID	Description
September 22, 2003 3:46:36 PM EDT	hdadmin	Update FDN 8136132005
September 22, 2003 3:46:36 PM EDT	hdadmin	Add User hduser
September 22, 2003 3:45:55 PM EDT	hdadmin	Add Group 8136132001
September 22, 2003 3:45:55 PM EDT	hdadmin	Update FDN 8136132001
September 22, 2003 3:45:55 PM EDT	hdadmin	Add User hdgroup
September 17, 2003 11:43:38 AM EDT	hdadmin	Update FDN 8136132001

For support send email to helpme@mycompany.com or call 1-800-555-5555

Cisco SPA online help provides window- and field-level help as you navigate through the application windows. For additional information see the [“About Cisco SPA User Levels” section on page 1-7](#).

Conventions Used in This Guide



Note

This guide contains illustrations of Cisco SPA windows. While every effort is made to show the latest versions of these windows, there may be some differences between windows in this guide and actual application windows.

Convention	Description
bold	Command or keyword that you must enter.
<i>italic</i>	Argument for which you supply a value.
[x]	Optional keyword or argument that you enter.
{x y z}	Required keyword or argument that you must enter.
[x {y z}]	Optional keyword or argument that you enter with a required keyword or argument.
string	Set of characters that you enter. Do not use quotation marks around the character string, or the string will include the quotation marks.
window	Information that appears on the window.
^ or Ctrl	Control key—for example, ^D means press the Control and the D keys simultaneously.
< >	Nonprinting characters, such as passwords.
!	Comment line at the beginning of a line of code.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

You can find instructions for ordering documentation at this URL:

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 Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit e-mail comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

The Cisco TAC website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year. The Cisco TAC website is located at this URL:

<http://www.cisco.com/tac>

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

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

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

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

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Go to this URL to visit the company store:

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

- 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://cisco.com/univercd/cc/td/doc/pcat/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:

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

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

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

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

<http://www.cisco.com/ipj>

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

<http://www.cisco.com/en/US/learning/index.html>