



QUICK START GUIDE



Cisco IAD2801 Series Integrated Access Devices INCLUDING LICENSE AND WARRANTY

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1 Cisco 90-Day Limited Hardware Warranty Terms

There are special terms applicable to your hardware warranty and various services that you can use during the warranty period. Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available on Cisco.com. Follow these steps to access and download the Cisco Information Packet and your warranty and license agreements from Cisco.com.

1. Launch your browser, and go to this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/cetrans.htm

The Warranties and License Agreements page appears.

2. To read the *Cisco Information Packet*, follow these steps:

- a. Click the **Information Packet Number** field, and make sure that the part number 78-5235-03B0 is highlighted.
- b. Select the language in which you would like to read the document.
- c. Click **Go**.

The Cisco Limited Warranty and Software License page from the Information Packet appears.

- d. Read the document online, or click the **PDF** icon to download and print the document in Adobe Portable Document Format (PDF).



Note

You must have Adobe Acrobat Reader to view and print PDF files. You can download the reader from Adobe's website, <http://www.adobe.com>.

3. To read translated and localized warranty information about your product, follow these steps:

- a. Enter this part number in the Warranty Document Number field:
78-5236-01C0
- b. Select the language in which you would like to read the document.
- c. Click **Go**.

The Cisco warranty page appears.

- d. Review the document online, or click the **PDF** icon to download and print the document in Adobe Portable Document Format (PDF).

You can also contact the Cisco service and support website for assistance:

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

Duration of Hardware Warranty

Ninety (90) days.

Replacement, Repair, or Refund Policy for Hardware

Cisco or its service center will use commercially reasonable efforts to ship a replacement part within ten (10) working days after receipt of a Return Materials Authorization (RMA) request. Actual delivery times can vary, depending on the customer location.

Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

To Receive a Return Materials Authorization (RMA) Number

Contact the company from whom you purchased the product. If you purchased the product directly from Cisco, contact your Cisco Sales and Service Representative.

Complete the information below, and keep it for reference:

Company product purchased from	
Company telephone number	

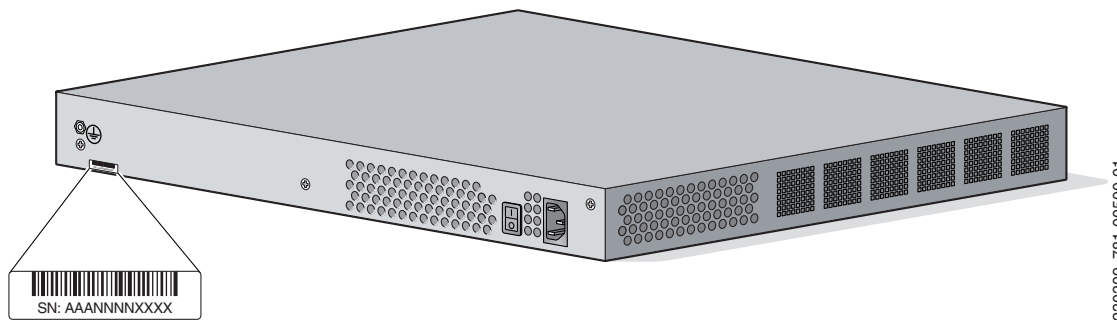
Product model number	
Product serial number	
Maintenance contract number	

Product Serial Number Location

You may need your product serial number when calling the Technical Assistance Center (TAC).

Figure 1 shows the serial number location for the Cisco IAD2801 series integrated access devices. The label is located on the rear of the chassis, at the bottom edge, near the lower left corner.

Figure 1 Serial Number Label Location for Cisco IAD2801



Cisco Product Identification Tool

The Cisco Product Identification (CPI) tool provides detailed illustrations and descriptions showing where to find serial number labels on Cisco products. It includes the following features:

- A search option that allows browsing for models using a tree-structured product hierarchy
- A search field on the final results page making it easier to look up multiple products
- Clear identification of end-of-sale products in results lists

The tool streamlines the process of locating serial number labels and identifying products. Serial number information expedites the entitlement process and is important for access to support services.

The Cisco Product Identification tool can be accessed at the following URL:

<http://tools.cisco.com/Support/CPI/index.do>

Cisco Product Accessibility

This product family leverages a command line interface (CLI). The CLI is 508 conformant since it is text based and relies on a keyboard for navigation. All functions of the IAD can be configured and monitored through the CLI.

For a complete list of guidelines and Cisco products adherence to accessibility, see Cisco Accessibility Products at the following URL:

<http://www.cisco.com/web/about/responsibility/accessibility/products>

2 Overview

The Cisco IAD2801 series integrated access devices are fixed configuration IADs that provide three models with a common front panel. The back panels, labeled by specific model number, vary depending on interfaces, ports, and options. The Cisco IAD2801 series integrated access device supports the following configurations:

- IAD2801-2BRI-A/K9—Fixed configuration router, with integrated PVDM2-8, HWIC-1ADSL, and 1 VIC2-2BRI-NT/TE-P, 2 Fast Ethernet connections, and 1 factory configurable or field-upgradeable HWIC slot.
- IAD2801-4BRI-A/K9—Fixed configuration router, with integrated PVDM2-16, HWIC-1ADSL, and 2 VIC2-2BRI-NT/TE-P, 2 Fast Ethernet connections, and 1 factory configurable or field-upgradeable HWIC slot.

- IAD2801-4BRI-S/K9—Fixed configuration router, with integrated PVDM2-16, HWIC-4SHDSL , and 2 VIC2-2BRI-NT/TE-P, 2 Fast Ethernet connections, and 1 factory configurable or field-upgradeable HWIC slot.

The following cards are configurable or field upgradeable in slot 3 on all models:

- HWIC-4ESW
- VIC-4FXS
- HWIC-AP-AG-E or HWIC-AP-G-E

3 Documents, Equipment, and Tools

This section describes the documents, equipment, and tools included with the Cisco IAD2801 series integrated access devices.

Items Included with the Cisco IAD2801 Series Integrated Access Device

When you unpack the box containing your Cisco IAD2801 series integrated access device, you should find the following items:

- One blue RJ-45-to-DB-9 console cable; one DB-9-to-DB-25 modem adapter
- Power cord
- Cisco.com card; Cisco product registration card
- 19-inch (48.26-cm) rack-mount brackets with bracket screws
- Cable management bracket with one mounting screw
- Rubber chassis feet for desktop application

Items Not Included with the Cisco IAD2801 Series Integrated Access Device

One or more items in this list may be required for your installation:

- PC running terminal emulation software, or a modem for remote administrative access
- Cables for WAN interfaces, voice interfaces, additional LAN interfaces, or USB interface
- Cable ties, number 2 Phillips screwdriver
- Four screws for installing the IAD in a rack
- Other typical equipment, such as channel service unit/data service unit (CSU/DSU); NT1 device for ISDN-BRI S/T; Ethernet hub; USB devices

4 Safety Information

The following warnings provide guidance in using your Cisco IAD2801 integrated access device.

Statement 1071—Warning Definition



IMPORTANT SAFETY INSTRUCTIONS

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device. Statement 1071

SAVE THESE INSTRUCTIONS

Waarschuwing

BELANGRIJKE VEILIGHEIDSINSTRUCTIES

Dit waarschuwingssymbool betekent gevaar. U verkeert in een situatie die lichamelijk letsel kan veroorzaken. Voordat u aan enige apparatuur gaat werken, dient u zich bewust te zijn van de bij elektrische schakelingen betrokken risico's en dient u op de hoogte te zijn van de standaard praktijken om ongelukken te voorkomen. Gebruik het nummer van de verklaring onderaan de waarschuwing als u een vertaling van de waarschuwing die bij het apparaat wordt geleverd, wilt raadplegen.

BEWAAR DEZE INSTRUCTIES

Varoitus

TÄRKEITÄ TURVALLISUUSOHJEITA

Tämä varoitusmerkki merkitsee vaaraa. Tilanne voi aiheuttaa ruumiillisia vammoja. Ennen kuin käsittelet laitteistoa, huomioi sähköpiirien käsittelemiseen liittyvät riskit ja tutustu onnettomuuksien yleisiin ehkäisytapoihin. Turvallisuusvaroitusten käännökset löytyvät laitteen mukana toimitettujen käännettyjen turvallisuusvaroitusten joukosta varoitusten lopussa näkyvien lausuntonumeroiden avulla.

SÄILYTÄ NÄMÄ OHJEET

Attention

IMPORTANTES INFORMATIONS DE SÉCURITÉ

Ce symbole d'avertissement indique un danger. Vous vous trouvez dans une situation pouvant entraîner des blessures ou des dommages corporels. Avant de travailler sur un équipement, soyez conscient des dangers liés aux circuits électriques et familiarisez-vous avec les procédures couramment utilisées pour éviter les accidents. Pour prendre connaissance des traductions des avertissements figurant dans les consignes de sécurité traduites qui accompagnent cet appareil, référez-vous au numéro de l'instruction situé à la fin de chaque avertissement.

CONSERVEZ CES INFORMATIONS

Warnung

WICHTIGE SICHERHEITSHINWEISE

Dieses Warnsymbol bedeutet Gefahr. Sie befinden sich in einer Situation, die zu Verletzungen führen kann. Machen Sie sich vor der Arbeit mit Geräten mit den Gefahren elektrischer Schaltungen und den üblichen Verfahren zur Vorbeugung vor Unfällen vertraut. Suchen Sie mit der am Ende jeder Warnung angegebenen Anweisungsnummer nach der jeweiligen Übersetzung in den übersetzten Sicherheitshinweisen, die zusammen mit diesem Gerät ausgeliefert wurden.

BEWAHREN SIE DIESE HINWEISE GUT AUF.

Avvertenza IMPORTANTI ISTRUZIONI SULLA SICUREZZA

Questo simbolo di avvertenza indica un pericolo. La situazione potrebbe causare infortuni alle persone. Prima di intervenire su qualsiasi apparecchiatura, occorre essere al corrente dei pericoli relativi ai circuiti elettrici e conoscere le procedure standard per la prevenzione di incidenti. Utilizzare il numero di istruzione presente alla fine di ciascuna avvertenza per individuare le traduzioni delle avvertenze riportate in questo documento.

CONSERVARE QUESTE ISTRUZIONI

Advarsel VIKTIGE SIKKERHETSINSTRUKSJONER

Dette advarselssymbolet betyr fare. Du er i en situasjon som kan føre til skade på person. Før du begynner å arbeide med noe av utstyret, må du være oppmerksom på farene forbundet med elektriske kretser, og kjenne til standardprosedyrer for å forhindre ulykker. Bruk nummeret i slutten av hver advarsel for å finne oversettelsen i de oversatte sikkerhetsadvarslene som fulgte med denne enheten.

TA VARE PÅ DISSE INSTRUKSJONENE

Aviso INSTRUÇÕES IMPORTANTES DE SEGURANÇA

Este símbolo de aviso significa perigo. Você está em uma situação que poderá ser causadora de lesões corporais. Antes de iniciar a utilização de qualquer equipamento, tenha conhecimento dos perigos envolvidos no manuseio de circuitos elétricos e familiarize-se com as práticas habituais de prevenção de acidentes. Utilize o número da instrução fornecido ao final de cada aviso para localizar sua tradução nos avisos de segurança traduzidos que acompanham este dispositivo.

GUARDE ESTAS INSTRUÇÕES

¡Advertencia! INSTRUCCIONES IMPORTANTES DE SEGURIDAD

Este símbolo de aviso indica peligro. Existe riesgo para su integridad física. Antes de manipular cualquier equipo, considere los riesgos de la corriente eléctrica y familiarícese con los procedimientos estándar de prevención de accidentes. Al final de cada advertencia encontrará el número que le ayudará a encontrar el texto traducido en el apartado de traducciones que acompaña a este dispositivo.

GUARDE ESTAS INSTRUCCIONES

Varning! VIKTIGA SÄKERHETSANVISNINGAR

Denna varningssignal signalerar fara. Du befinner dig i en situation som kan leda till personskada. Innan du utför arbete på någon utrustning måste du vara medveten om farorna med elkretsar och känna till vanliga förfaranden för att förebygga olyckor. Använd det nummer som finns i slutet av varje varning för att hitta dess översättning i de översatta säkerhetsvarningar som medföljer denna anordning.

SPARA DESSA ANVISNINGAR

FONTOS BIZTONSÁGI ELOÍRÁSOK

Ez a figyelmeztető jel veszélyre utal. Sérülésveszélyt rejtő helyzetben van. Mielott bármely berendezésen munkát végezte, legyen figyelemmel az elektromos áramkörök okozta kockázatokra, és ismerkedjen meg a szokásos balesetvédelmi eljárásokkal. A kiadványban szereplő figyelmeztetések fordítása a készülékhez mellékelt biztonsági figyelmeztetések között található; a fordítás az egyes figyelmeztetések végén látható szám alapján kereshető meg.

ORIZZE MEG EZEKET AZ UTASÍTÁSOKAT!

Предупреждение

ВАЖНЫЕ ИНСТРУКЦИИ ПО СОБЛЮДЕНИЮ ТЕХНИКИ БЕЗОПАСНОСТИ

Этот символ предупреждения обозначает опасность. То есть имеет место ситуация, в которой следует опасаться телесных повреждений. Перед эксплуатацией оборудования выясните, каким опасностям может подвергаться пользователь при использовании электрических цепей, и ознакомьтесь с правилами техники безопасности для предотвращения возможных несчастных случаев. Воспользуйтесь номером заявления, приведенным в конце каждого предупреждения, чтобы найти его переведенный вариант в переводе предупреждений по безопасности, прилагаемом к данному устройству.

СОХРАНИТЕ ЭТИ ИНСТРУКЦИИ

警告

重要的安全性说明

此警告符号代表危险。您正处于可能受到严重伤害的工作环境中。在您使用设备开始工作之前，必须充分意识到触电的危险，并熟练掌握防止事故发生的标准工作程序。请根据每项警告结尾提供的声明号码来找到此设备的安全性警告说明的翻译文本。

请保存这些安全性说明

警告

安全上の重要な注意事項

「危険」の意味です。人身事故を予防するための注意事項が記述されています。装置の取り扱い作業を行うときは、電気回路の危険性に注意し、一般的な事故防止策に留意してください。警告の各国語版は、各注意事項の番号を基に、装置に付属の「Translated Safety Warnings」を参照してください。

これらの注意事項を保管しておいてください。

주의

중요 안전 지침

이 경고 기호는 위험을 나타냅니다. 작업자가 신체 부상을 일으킬 수 있는 위험한 환경에 있습니다. 장비에 작업을 수행하기 전에 전기 회로와 관련된 위험을 숙지하고 표준 작업 관례를 숙지하여 사고를 방지하십시오. 각 경고의 마지막 부분에 있는 경고문 번호를 참조하여 이 장치와 함께 제공되는 번역된 안전 경고문에서 해당 번역문을 찾으십시오.

이 지시 사항을 보관하십시오.

Aviso INSTRUÇÕES IMPORTANTES DE SEGURANÇA

Este símbolo de aviso significa perigo. Você se encontra em uma situação em que há risco de lesões corporais. Antes de trabalhar com qualquer equipamento, esteja ciente dos riscos que envolvem os circuitos elétricos e familiarize-se com as práticas padrão de prevenção de acidentes. Use o número da declaração fornecido ao final de cada aviso para localizar sua tradução nos avisos de segurança traduzidos que acompanham o dispositivo.

GUARDE ESTAS INSTRUÇÕES

Advarsel VIGTIGE SIKKERHEDSANVISNINGER

Dette advarselssymbol betyder fare. Du befinder dig i en situation med risiko for legemeskade. Før du begynder arbejde på udstyr, skal du være opmærksom på de involverede risici, der er ved elektriske kredsløb, og du skal sætte dig ind i standardprocedurer til undgåelse af ulykker. Brug erklæringsnummeret efter hver advarsel for at finde oversættelsen i de oversatte advarsler, der fulgte med denne enhed.

GEM DISSE ANVISNINGER

تحذير

إرشادات الأمان الهامة

يوضح رمز التحذير هذا وجود خطر. وهذا يعني أنك متواجد في مكان قد ينتج عنه التعرض لإصابات. قبل بدء العمل، احذر مخاطر التعرض للصدمات الكهربائية وكن على علم بالإجراءات القياسية للحيلولة دون وقوع أي حوادث. استخدم رقم البيان الموجود في آخر كل تحذير لتحديد مكان ترجمته داخل تحذيرات الأمان المترجمة التي تأتي مع الجهاز. قم بحفظ هذه الإرشادات

Upozorenje VAŽNE SIGURNOSNE NAPOMENE

Ovaj simbol upozorenja predstavlja opasnost. Nalazite se u situaciji koja može prouzročiti tjelesne ozljede. Prije rada s bilo kojim uređajem, morate razumjeti opasnosti vezane uz električne sklopove, te biti upoznati sa standardnim načinima izbjegavanja nesreća. U prevedenim sigurnosnim upozorenjima, priloženima uz uređaj, možete prema broju koji se nalazi uz pojedino upozorenje pronaći i njegov prijevod.

SAČUVAJTE OVE UPUTE

Upozornění DŮLEŽITÉ BEZPEČNOSTNÍ POKYNY

Tento upozorňující symbol označuje nebezpečí. Jste v situaci, která by mohla způsobit nebezpečí úrazu. Před prací na jakémkoliv vybavení si uvědomte nebezpečí související s elektrickými obvody a seznamte se se standardními opatřeními pro předcházení úrazům. Podle čísla na konci každého upozornění vyhledejte jeho překlad v přeložených bezpečnostních upozorněních, která jsou přiložena k zařízení.

USCHOVEJTE TYTO POKYNY

Προειδοποίηση ΣΗΜΑΝΤΙΚΕΣ ΟΔΗΓΙΕΣ ΑΣΦΑΛΕΙΑΣ

Αυτό το προειδοποιητικό σύμβολο σημαίνει κίνδυνο. Βρίσκεστε σε κατάσταση που μπορεί να προκαλέσει τραυματισμό. Πριν εργαστείτε σε οποιοδήποτε εξοπλισμό, να έχετε υπόψη σας τους κινδύνους που σχετίζονται με τα ηλεκτρικά κυκλώματα και να έχετε εξοικειωθεί με τις συνήθειες πρακτικές για την αποφυγή ατυχημάτων. Χρησιμοποιήστε τον αριθμό δήλωσης που παρέχεται στο τέλος κάθε προειδοποίησης, για να εντοπίσετε τη μετάφρασή της στις μεταφρασμένες προειδοποιήσεις ασφαλείας που συνοδεύουν τη συσκευή.

ΦΥΛΑΞΤΕ ΑΥΤΕΣ ΤΙΣ ΟΔΗΓΙΕΣ

הזהרה

הוראות בטיחות חשובות

סימן הזהרה זה מסמל סכנה. אתה נמצא במצב העלול לגרום לפציעה. לפני שתעבוד עם ציוד כלשהו, עליך להיות מודע לסכנות הכרוכות במעגלים חשמליים ולהכיר את הנהלים המקובלים למניעת תאונות. השתמש במספר ההוראה המסופק בסופה של כל הזהרה כדי לאתר את התרגום באזהרות הבטיחות המתורגמות שמצורפות להתקן.

שמור הוראות אלה

Opomena

ВАЖНИ БЕЗБЕДНОСНИ НАПАТСТВИЈА

Симболот за предупредување значи опасност. Се наоѓате во ситуација што може да предизвика телесни повреди. Пред да работите со опремата, бидете свесни за ризикот што постои кај електричните кола и треба да ги познавате стандардните постапки за спречување на несреќни случаи. Искористете го бројот на изјавата што се наоѓа на крајот на секое предупредување за да го најдете неговиот период во преведените безбедносни предупредувања што се испорачани со уредот.
ЧУВАЈТЕ ГИ ОБИЕ НАПАТСТВИЈА

Ostrzeżenie

WAŻNE INSTRUKCJE DOTYCZĄCE BEZPIECZEŃSTWA

Ten symbol ostrzeżenia oznacza niebezpieczeństwo. Zachodzi sytuacja, która może powodować obrażenia ciała. Przed przystąpieniem do prac przy urządzeniach należy zapoznać się z zagrożeniami związanymi z układami elektrycznymi oraz ze standardowymi środkami zapobiegania wypadkom. Na końcu każdego ostrzeżenia podano numer, na podstawie którego można odszukać tłumaczenie tego ostrzeżenia w dołączonym do urządzenia dokumencie z tłumaczeniami ostrzeżeń.

NINIEJSZE INSTRUKCJE NALEŻY ZACHOWAĆ

Upozornenie

DÔLEŽITÉ BEZPEČNOSTNÉ POKYNY

Tento varovný symbol označuje nebezpečenstvo. Nachádzate sa v situácii s nebezpečenstvom úrazu. Pred prácou na akomkoľvek vybavení si uvedomte nebezpečenstvo súvisiace s elektrickými obvodmi a oboznámte sa so štandardnými opatreniami na predchádzanie úrazom. Podľa čísla na konci každého upozornenia vyhľadajte jeho preklad v preložených bezpečnostných upozorneniach, ktoré sú priložené k zariadeniu.

USCHOVAJTE SI TENTO NÁVOD

Opozorilo

警告 **重要安全性指示**
此警告符號代表危險，表示可能造成人身傷害。使用任何設備前，請留心電路相關危險，並熟悉避免意外的標準作法。您可以使用每項警告後的聲明編號，查詢本裝置隨附之安全性警告譯文中的翻譯。
請妥善保留此指示



Warning

Before working on a system that has an on/off switch, turn OFF the power and unplug the power cord. Statement 1



Warning

Read the installation instructions before connecting the system to the power source. Statement 1004



Warning

This unit is intended for installation in restricted access areas. A restricted access area can be accessed only through the use of a special tool, lock and key, or other means of security. Statement 1017



Warning

Blank faceplates and cover panels serve three important functions: they prevent exposure to hazardous voltages and currents inside the chassis; they contain electromagnetic interference (EMI) that might disrupt other equipment; and they direct the flow of cooling air through the chassis. Do not operate the system unless all cards, faceplates, front covers, and rear covers are in place. Statement 1029



Warning

Only trained and qualified personnel should be allowed to install, replace, or service this equipment. Statement 1030



Warning

To prevent personal injury or damage to the chassis, never attempt to lift or tilt the chassis using the handles on modules (such as power supplies, fans, or cards); these types of handles are not designed to support the weight of the unit. Statement 1032



Warning

This equipment must be installed and maintained by service personnel as defined by AS/NZS 3260. Incorrectly connecting this equipment to a general-purpose outlet could be hazardous. The telecommunications lines must be disconnected 1) before unplugging the main power connector or 2) while the housing is open, or both. Statement 1043



Warning

Ultimate disposal of this product should be handled according to all national laws and regulations. Statement 1040


Warning

To prevent the system from overheating, do not operate it in an area that exceeds the maximum recommended ambient temperature of 40 deg. Statement 1047

5 Install the Integrated Access Device

This section contains basic installation procedures. For more detailed installation instructions, see the Cisco IAD2801 hardware installation documentation at the following URL:

<http://www.cisco.com/en/US/docs/routers/access/iad2801/hardware/installation/guide/hig.html>



Note For information about connecting DSL interface cards, see the *Cisco Interface Cards Hardware Installation Guide* at the following URL:

http://www.cisco.com/en/US/products/hw/modules/ps2641/prod_installation_guides_list.html

You can set the Cisco IAD2801 on a desktop or install it in a rack.



Caution To prevent damage to the chassis, never attempt to lift or tilt the chassis by the plastic panel on the front. Always hold the chassis by the metal body.

Safety Information

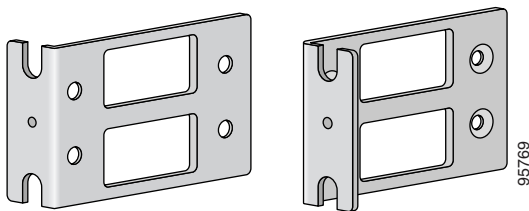
For safety information you must know before working on your Cisco router, see the *Cisco 2800 and Cisco 3800 Series Integrated Services Routers Regulatory Compliance and Safety Information* document.

Rack-Mounting the IAD

Cisco IAD2801 can be installed only in 19-inch racks, and cannot be center mounted (brackets attached in the center of the chassis with only the front panel facing forward). Use the standard brackets for mounting the chassis in a 19-inch rack.

The brackets are shown in Figure 2.

Figure 2 Brackets for Rack-Mounting Cisco IAD2801



Attaching Brackets to the IAD for Rack-Mounting

Attach the mounting brackets to the IAD chassis as shown in Figure 3 and Figure 4, using the screws provided.



Caution Do not overtorque the screws. The recommended torque is 15–18 in-lb (1.7–2.0 N-m).

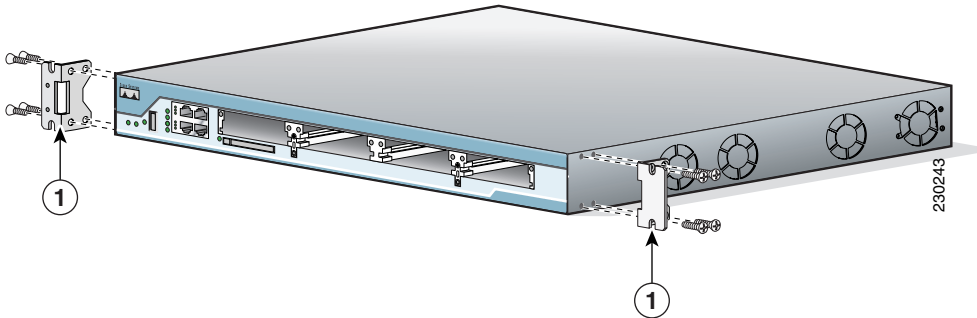
Attach the second bracket to the opposite side of the chassis. Use a number 2 Phillips screwdriver to install the bracket screws.



Caution

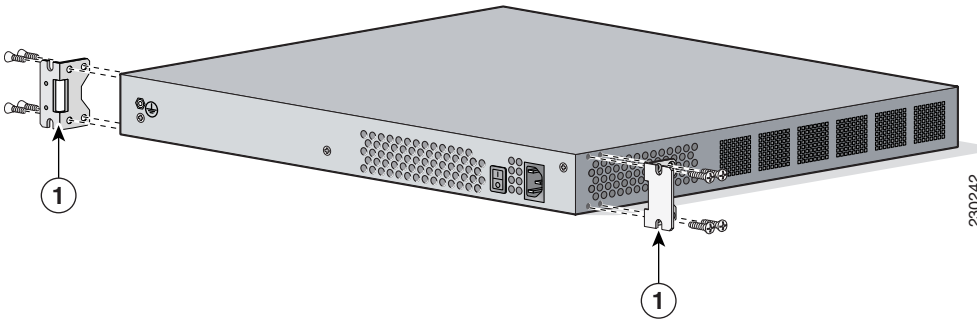
Your chassis installation must allow unrestricted airflow for chassis cooling.

Figure 3 *Bracket Installation for Front Mounting*



1	Bracket for 19-inch rack		
---	--------------------------	--	--

Figure 4 *Bracket Installation for Rear Mounting*



1	Bracket for 19-inch rack		
---	--------------------------	--	--



Warning

To prevent bodily injury when mounting or servicing this unit in a rack, you must take special precautions to ensure that the system remains stable. The following guidelines are provided to ensure your safety:

- This unit should be mounted at the bottom of the rack if it is the only unit in the rack.
- When mounting this unit in a partially filled rack, load the rack from the bottom to the top with the heaviest component at the bottom of the rack.
- If the rack is provided with stabilizing devices, install the stabilizers before mounting or servicing the unit in the rack.
Statement 1006

**Caution**

Be sure to leave space above and below each IAD in a rack to allow for cooling air circulation.

Use two screws for each side (supplied with the rack, not with the IAD). Suggestion: Start the lower pair of screws first, and rest the brackets on the lower screws while you insert the upper pair of screws.

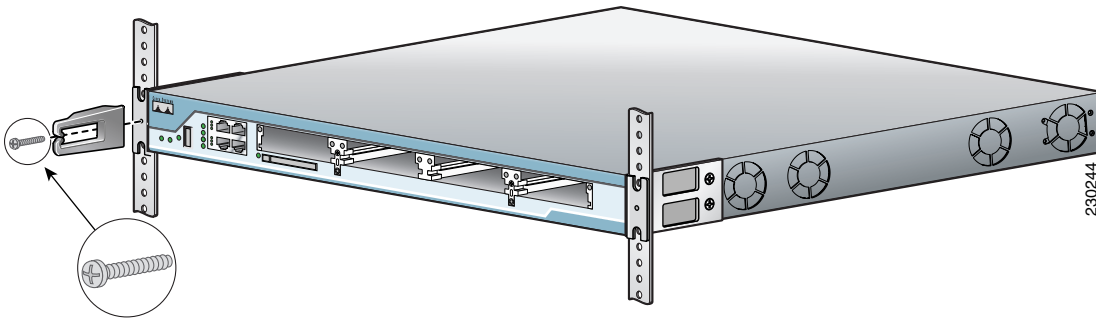
**Tip**

The screw slots in the brackets are spaced to line up with every *second* pair of screw holes in the rack. When the correct screw holes are used, the small threaded holes in the brackets line up with unused screw holes in the rack. If the small holes do not line up with the rack holes, you must raise or lower the brackets to the next rack hole.

Attaching the Cable Management Bracket

The cable management bracket provides attachment points for organizing and routing cables. Attach the cable management bracket to the left or right rack-mount bracket using the screw provided. See Figure 5 for cable management bracket attachment locations.

Figure 5 Attaching the Cable Management Bracket to the Cisco IAD2801

**Note**

Use the cable management screw provided.

Installing the IAD on a Desktop

If you install your Cisco IAD2801 on a desktop, observe the following precautions:

**Note**

For Cisco IAD2801, attach the four rubber feet to the bottom of the chassis.

**Caution**

Your chassis installation must allow unrestricted airflow for chassis cooling. For placing the IAD on a desktop, keep at least 1 inch (2.54 cm) of clear space beside the cooling inlet and exhaust vents.

**Caution**


Do not place any items that weigh more than 10 pounds (4.5 kilograms) on top of the chassis, and do not stack IADs on a desktop.

Grounding the Chassis

You must connect the chassis to a reliable earth ground; the ground wire must be installed in accordance with local electrical safety standards.

- For NEBS-compliant grounding, use size 6 AWG (13 mm²) copper wire and the ground lug provided in the accessory kit.

- For NEC-compliant grounding, use size 14 AWG (2 mm²) or larger copper wire and an appropriate user-supplied ring terminal with an inner diameter of 1/4 in. (5-7 mm).
- For EN/IEC 60950-compliant grounding, use size 18 AWG (1 mm²) or larger copper wire and an appropriate user-supplied ring terminal.


Warning  **This equipment must be grounded. Never defeat the ground conductor or operate the equipment in the absence of a suitably installed ground conductor. Contact the appropriate electrical inspection authority or an electrician if you are uncertain that suitable grounding is available.** Statement 1024

Warning  **During this procedure, wear grounding wrist straps to avoid ESD damage to the card. Do not directly touch the backplane with your hand or any metal tool, or you could shock yourself.** Statement 94

Warning  **This equipment needs to be grounded. Use a green and yellow 14 AWG ground wire to connect the host to earth ground during normal use.** Statement 190

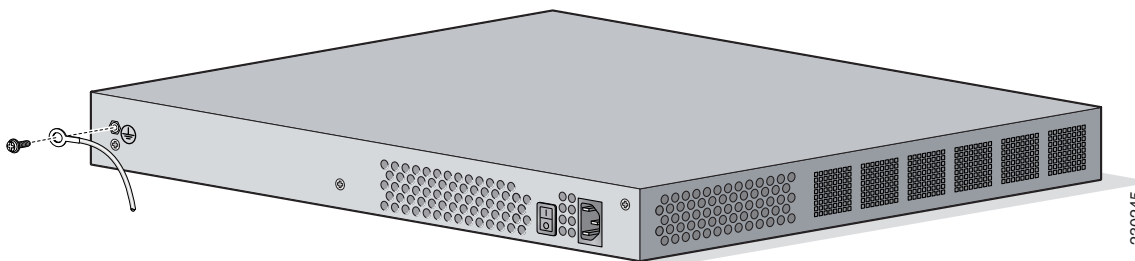
To connect the chassis to a reliable earth ground, perform the following steps:

- Step 1** Strip one end of the ground wire to the length required for the ground lug or terminal.
- For the NEBS ground lug—approximately 0.75 inches (20 mm)
 - For user-provided ring terminal—as required
- Step 2** Crimp the ground wire to the ground lug or ring terminal, using a crimp tool of the appropriate size.
- Step 3** Attach the ground lug or ring terminal to the chassis as shown in Figure 6. For a ground lug, use the two screws with captive locking washers provided. For a ring terminal, use one of the screws provided. Tighten the screws to a torque of 8 to 10 in-lb (0.9 to 1.1 N-m).

Note  The Cisco IAD2801 is not NEBS-compliant.

- Step 4** Connect the other end of the ground wire to a suitable grounding point at your site.

Figure 6 Chassis Ground Connection on Cisco IAD2801 Chassis



Note  Use the ring terminal attachment provided.

6 Connect Cables

The following sections describe how to properly connect the cables for the IAD2801.

- Power Connections, page 15
- WAN, LAN, and Voice Connections, page 16



Warning

Only trained and qualified personnel should be allowed to install, replace, or service this equipment.
Statement 1030



Warning

The ISDN connection is regarded as a source of voltage that should be inaccessible to user contact. Do not attempt to tamper with or open any public telephone operator (PTO)-provided equipment or connection hardware. Any hardwired connection (other than by a nonremovable, connect-one-time-only plug) must be made only by PTO staff or suitably trained engineers. Statement 23



Warning

This unit is intended for installation in restricted access areas. A restricted access area can be accessed only through the use of a special tool, lock and key, or other means of security. Statement 1017

Power Connections

This section describes procedures for connecting your Cisco IAD2801 to AC power.



Note

Cisco IAD2801 is not designed to connect to DC power.



Warning

Read the installation instructions before connecting the system to the power source. Statement 1004



Note

The installation must comply with all required electrical codes applicable at the installation site.

Connecting the IAD to AC Power

Connect the IAD2801 to a 15 A, 120 VAC (10 A, 240 VAC) circuit with overcurrent protection.



Note

The input voltage tolerance limits for AC power are 85 and 264 VAC.



Warning

AC connected units must have a permanent ground connection in addition to the power cable ground wire. NEBS-compliant grounding satisfies this requirement. Statement 284



Warning

This product requires short-circuit (overcurrent) protection, to be provided as part of the building installation. Install only in accordance with national and local wiring regulations. Statement 1045



Warning

This product relies on the building's installation for short-circuit (overcurrent) protection. Ensure that the protective device is rated not greater than: 120 VAC, 15 A (240 VAC, 10 A). Statement 1005

WAN, LAN, and Voice Connections

The connections and cables are described in detail in the Cisco IAD2801 integrated services router hardware installation documents at the following URL:

http://www.cisco.com/en/US/docs/routers/access/2800/hardware/installation/guide/05_hw.pdf



Note One or two Ethernet cables are typically provided with the IAD. Additional cables and transceivers can be ordered from Cisco. For ordering information, contact customer service.



Warning **Hazardous network voltages are present in WAN ports regardless of whether power to the router is OFF or ON. To avoid electric shock, use caution when working near WAN ports. When detaching cables, detach the end away from the router first.** Statement 1026



Warning **Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.** Statement 1036



Warning **Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.** Statement 1037

7 Power Up the IAD



Caution To ensure adequate cooling, never operate the IAD unless the cover and all modules and cover plates are installed.

Checklist for Power-Up

You are ready to power up the Cisco IAD2801 after the following steps are completed:

- Chassis is securely mounted and grounded. (See the “Install the Integrated Access Device” section on page 11.)
- Power and interface cables are connected. (See the “Connect Cables” section on page 14.)
- PC with terminal emulation program is connected to the console port, powered up, and configured for 9600 bps, 8 data bits, 1 stop bit, no flow control, and no parity.
- Suitable PC COM port is selected in the terminal emulation program.



Note For initial power-up, a direct console connection is recommended. After the initial configuration is completed, a remote modem connection can be used for IAD management.

Powering Up the Integrated Access Device

Follow these steps to power up your Cisco IAD2801 and to verify that it goes through its initialization and self-test. After the IAD completes the self-test, it is ready to be configured.



Note Use the back panel LEDs during IAD installation to confirm that you have correctly connected all the cables to the IAD.



Note To view the boot sequence, you must have a console connection to the Cisco IAD2801 *before* it powers up.

Step 1 Make sure that your PC is powered up and connected as described in the “[Checklist for Power-Up](#)” section.

Step 2 Move the power switch to the ON position. The SYS PWR LED on the front of the chassis blinks green. The fans operate once the IAD reaches a threshold point temperature. If this does not happen, see the *Troubleshooting* module in the online Cisco IAD2801 integrated services router hardware installation documentation at the following URL:

http://www.cisco.com/en/US/docs/routers/access/iad2801/hardware/installation/guide/07_hw.html

Startup messages appear in your terminal emulation program window. When the startup messages end, the SYS PWR LED shows solid green.



Caution *Do not press any keys on the keyboard until the messages stop and the SYS PWR LED is solid green.* Any keys pressed during this time are interpreted as the first command typed when the messages stop, which might cause the IAD to power off and restart. It takes a few minutes for the messages to stop.

If you see the following messages, the IAD has booted and is ready for initial configuration using the setup command facility or the command-line interface (CLI):

```
--- System Configuration Dialog ---
```

```
At any point you may enter a question mark '?' for help.
```

```
Use ctrl-c to abort configuration dialog at any prompt.
```

```
Default settings are in square brackets '['].
```

```
Would you like to enter the initial configuration dialog? [yes/no]:
```

To use the setup command facility and use the CLI to configure the IAD, see the “[Setting Up the Initial Configuration Using the Setup Command Facility](#)” and “[Setting Up the Initial Configuration Using the Setup Command Facility](#)” sections.

If the `rommon 1>` prompt appears, your system has booted in ROM monitor mode.

Verify the Hardware Configuration

To display and verify the hardware features, enter the following commands:

- **show version**—Displays the system hardware version; the installed software version; the names and sources of configuration files; the boot images; and the amount of installed DRAM, NVRAM, and flash memory.
- **show diag**—Lists and displays diagnostic information about the installed controllers, interface processors, and port adapters.

8 Perform Initial Configuration

This section provides the procedures for performing the initial configuration of your Cisco IAD2801.

Initial Configuration Using Cisco Router and Security Device Manager (SDM)

If the following messages appear at the end of the startup sequence, Cisco Router and Security Device Manager (SDM) is installed on your router:

```
yourname con0 is now available
```

```
Press RETURN to get started.
```

Setting Up the Initial Configuration Using the Setup Command Facility

This section shows how to use the setup command facility to configure a hostname for the Cisco IAD2801, to set passwords, and to configure an interface for communication with the management network. If the following messages appear at the end of the startup sequence, the setup command facility has been invoked automatically:

```
--- System Configuration Dialog ---
```

```
At any point you may enter a question mark '?' for help.  
Use ctrl-c to abort configuration dialog at any prompt.  
Default settings are in square brackets '[]'.
```

```
Would you like to enter the initial configuration dialog? [yes/no]:
```

The setup command facility prompts you for basic information about your Cisco IAD2801 and network, and it creates an initial configuration file. After the configuration file is created, you can use the CLI or Cisco Router and Security Device Manager (SDM) to perform additional configuration.

The prompts in the setup command facility vary with the installed interface modules and the software image. The following example and the user entries (in **bold**) are shown as examples only.

For help with interface and port numbering, see the [“Interface Numbering” section on page 21](#).



Note If you make a mistake while using the setup command facility, you can exit and run the setup command facility again. Press **Ctrl-C**, and type **setup** at the privileged EXEC mode prompt (IAD#).

Step 1 To proceed using the setup command facility, enter **yes** when the power-up messages have ended.

```
Would you like to enter the initial configuration dialog? [yes/no]: yes
```

Step 2 When the following messages appear, press **Return** to enter basic management setup:

```
At any point you may enter a question mark '?' for help.  
Use ctrl-c to abort configuration dialog at any prompt.  
Default settings are in square brackets '[]'.
```

```
Basic management setup configures only enough connectivity  
for management of the system, extended setup will ask you  
to configure each interface on the system
```

```
Would you like to enter basic management setup? [yes/no]: yes
```

Step 3 Enter a hostname for the Cisco IAD2801 (this example uses **IAD**):

```
Configuring global parameters:
```

```
Enter host name [IAD]: IAD
```

Step 4 Enter an enable secret password. This password is encrypted (more secure) and cannot be seen when you view the configuration:

The enable secret is a password used to protect access to privileged EXEC and configuration modes. This password, after entered, becomes encrypted in the configuration.
Enter enable secret: **XXXXXXXX**

Step 5 Enter an enable password that is different from the enable secret password. This password is *not* encrypted (less secure) and can be seen when you view the configuration:

The enable password is used when you do not specify an enable secret password, with some older software versions, and some boot images.
Enter enable password: **XXXXXXXX**

Step 6 Enter the virtual terminal password, which prevents unauthenticated access to the Cisco IAD2801 through ports other than the console port:

The virtual terminal password is used to protect access to the IAD over a network interface.
Enter virtual terminal password: **XXXXXXXX**

Step 7 Respond to the following prompts as appropriate for your network:

```
Configure SNMP Network Management? [yes]:  
Community string [public]:
```

A summary of the available interfaces appears:

```
Current interface summary
```

```
Controller Timeslots D-Channel Configurable modes Status
```

```
Any interface listed with OK? value "NO" does not have a valid configuration
```

```
Interface                IP-Address      OK? Method Status          Protocol
```

Step 8 Choose one of the available interfaces to connect the Cisco IAD2801 to the management network:

```
Enter interface name used to connect to the  
management network from the above interface summary: 0/0
```

Step 9 Respond to the following prompts as appropriate for your network:

```
Configuring interface FastEthernet0/0:  
Use the 100 Base-TX (RJ-45) connector? [yes]: no  
Operate in full-duplex mode? [no]: yes  
Configure IP on this interface? [yes]:  
IP address for this interface: 172.1.2.3  
Subnet mask for this interface [255.255.0.0] :  
Class B network is 172.1.0.0, 16 subnet bits; mask is /16
```

Step 10 The configuration is displayed:

The following configuration command script was created:

```
hostname IAD  
enable secret 5 $1$N/8L$kcQYQHusc4YL3bGiWviH1  
enable password cisco  
line vty 0 4  
password lab  
snmp-server community public  
!  
no ip routing  
  
!  
interface FastEthernet0/0  
no shutdown  
full-duplex
```

```
ip address 172.1.1.2.3 255.255.0.0
no mop enabled
!
interface FastEthernet0/1
shutdown
no ip address
!
end
```

Step 11 Respond to the following prompts. Choose [2] to save the initial configuration:

```
[0] Go to the IOS command prompt without saving this config.
[1] Return back to the setup without saving this config.
[2] Save this configuration to nvram and exit.
```

```
Enter your selection [2]: 2
Building configuration...
Use the enabled mode 'configure' command to modify this configuration.
```

Press RETURN to get started!

The user prompt appears:

```
IAD>
```

Initial Configuration Using the Cisco CLI—Manual Configuration

This section shows how to display a command-line interface (CLI) prompt for configuration using the CLI, and it directs you to documentation for the CLI configuration. You can use the CLI if the following messages appear at the end of the startup sequence:

```
--- System Configuration Dialog ---
```

```
At any point you may enter a question mark '?' for help.
Use ctrl-c to abort configuration dialog at any prompt.
Default settings are in square brackets '['].
```

```
Would you like to enter the initial configuration dialog? [yes/no]:
```

If these messages do not appear, a default configuration file were installed on the router at the factory.

For help with interface and port numbering, see the “Interface Numbering” section on page 21.

Step 1 To proceed with manual configuration using the CLI, enter **no** when the power-up messages end:

```
Would you like to enter the initial configuration dialog? [yes/no]: no
```

Step 2 Press **Return** to terminate autoinstall and continue with manual configuration:

```
Would you like to terminate autoinstall? [yes] Return
```

Several messages appear, ending with a line similar to the following:

```
...
Copyright (c) 1986-2007 by cisco Systems, Inc.
Compiled <date> <time> by <person>
```

Step 3 Press **Return** to display the Router> prompt.

```
...
flashfs[4]: Initialization complete.
IAD>
```

Step 4 Enter privileged EXEC mode:

```
IAD> enable
```

IAD#



Note

To avoid losing work you have completed, be sure to save your configuration occasionally as you proceed. Use the `copy running-config startup-config` command to save the configuration to NVRAM.

Step 5 When you have finished the initial configuration, verify the initial configuration. See the “Verifying the Initial Configuration” section on page 21 for verification procedures.

Verifying the Initial Configuration

To verify that the new interfaces are operating correctly, enter the following commands:

- **show interfaces**—Verifies that the interfaces are operating correctly and that the interfaces and line protocol are in the correct state—up or down.
- **show ip interface brief**—Displays a summary status of the interfaces configured for IP.
- **show configuration**—Verifies that you configured the correct hostname and password.

After you complete and verify the initial configuration, your Cisco IAD2801 is ready to be configured for specific functions. See the “Where to Go Next” section on page 22 for information about locating documentation for advanced configuration procedures.

Verify the Front Panel LED Indications

The indicator LEDs described in Table 1 provide power, activity, and status information:

Table 1 LED Indicators on Front Panel

LED Label	LED Color or State	Meaning
SYS PWR	Solid green	System is operating normally.
	Blinking green	System is booting or is in ROM monitor mode.
	Amber	System error.
	Off	Power is off.
SYS ACT	Blinking green or solid green	Packet transfers are occurring.
	Off	No packet transfers are occurring.
CF	Green	CompactFlash memory is being accessed; do not eject.
	Off	CompactFlash memory is not being accessed; OK to eject.

9 Interface Numbering

On the Cisco IAD2801, the numbering format for slots is *interface type 0/slot/port*. “0” indicates slots that are built into the chassis of a IAD. On the Cisco IAD2801, all slots begin with “0,” because all slots are built into the chassis.



Caution

The following message will appear during bootup for any unsupported card detected:

```
Card is not supported in slot 2. Please remove it.
```

This message will appear for each unsupported card detected.

If `smart-init` is enabled on your IAD2801, the following message will appear during bootup for any unsupported

card detected:

```
Smart Init is enabled
smart init is sizing iomem
ID          MEMORY_REQ          TYPE
0X003AA110 public buffer pools
0X00211000 public particle pools
0X00020000 Crypto module pools
0X00120000 VPM buffer pools
0X05B3      0X000034A0 Card in slot 0
0X04C8      0X00077D00 Card in slot 1
0X05B3      0X00000000 UNKNOWN Card in slot 2
0X003A      0X00000000 Card in slot 3
0X000021B8 Onboard USB
```

Table 2 summarizes the interface numbering on a Cisco IAD2801.

Table 2 Interface Numbering on the Cisco IAD2801

Model	Slot0	Slot1	Slot2	Slot3
IAD2801-2BRI-A/K9	VIC2-2BRI-NT/TE-P	HWIC-1ADSL	Not available	LTD option ¹
IAD2801-4BRI-A/K9	VIC2-2BRI-NT/TE-P	HWIC-1ADSL	VIC2-2BRI-NT/TE-P	LTD option ¹
IAD2801-4BRI-S/K9	VIC2-2BRI-NT/TE-P	HWIC-4SHDSL	VIC2-2BRI-NT/TE-P	LTD option ¹

1. The factory installable or field upgradeable LTD option includes: HWIC-AP-AG-E and HWIC-AP-G-E, HWIC-4ESW, and VIC-4FXS/DID.

10 Where to Go Next

For additional configuration procedures, see the appropriate Cisco IAD2801 documentation or Cisco IOS software documentation, available online on Cisco.com.



Tip See the “[Obtaining Additional Publications and Information](#)” section on page 26 for help in locating these documents.

To access documentation on Cisco.com:

For Cisco IAD2801 platform documentation, go to the Cisco.com website at <http://www.cisco.com>.

For Cisco IOS software documentation, begin at Cisco.com at <http://www.cisco.com>, and choose **Products & Solutions > Cisco IOS Software > Latest Releases > Your Cisco IOS software release**.

For updated information about platform support for features, access Feature Navigator II at <http://www.cisco.com/go/fn>. (This requires a registered account on Cisco.com.)

To access documentation using Cisco Connection Online (CCO):

For Cisco IAD2801 platform documentation, begin at Cisco.com at <http://www.cisco.com>, and click the **Technical Support and Documentation** link. Click the Technical Documentation site link, and navigate to Voice Gateways and to the documentation for your router.

For Cisco IOS software documentation, begin at Cisco.com at <http://www.cisco.com>, and click the **Technical Support and Documentation** link. Click the Technical Documentation site link and navigate to the Cisco IOS software documentation for the Cisco IOS software release that is installed on your IAD.

11 Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. This section explains the product documentation resources that Cisco offers.

Cisco.com

You can access the most current Cisco documentation at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

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

Product Documentation DVD

The Product Documentation DVD is a library of technical product documentation on a portable medium. The DVD enables you to access installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the HTML documentation and some of the PDF files found on the Cisco website at this URL:

<http://www.cisco.com/web/learning/le3/ccie/index.html>

The Product Documentation DVD is created and released regularly. DVDs are available singly or by subscription. Registered Cisco.com users can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at the Product Documentation Store at this URL:

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

Ordering Documentation

You must be a registered Cisco.com user to access Cisco Marketplace. Registered users may order Cisco documentation at the Product Documentation Store at this URL:

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

If you do not have a user ID or password, you can register at this URL:

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

12 Documentation Feedback

You can provide feedback about Cisco technical documentation on the Cisco Support site area by entering your comments in the feedback form available in every online document.

13 Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you will find information about how to do the following:

- Report security vulnerabilities in Cisco products
- Obtain assistance with security incidents that involve Cisco products
- Register to receive security information from Cisco

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

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

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For emergencies only—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked encryption key or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT to find other means of encrypting the data before sending any sensitive material.

14 Product Alerts and Field Notices

Modifications to or updates about Cisco products are announced in Cisco Product Alerts and Cisco Field Notices. You can receive these announcements by using the Product Alert Tool on Cisco.com. This tool enables you to create a profile and choose those products for which you want to receive information.

To access the Product Alert Tool, you must be a registered Cisco.com user. Registered users can access the tool at this URL:

<http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice>

To register as a Cisco.com user, go to this URL:

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

15 Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Support website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Support Website

The Cisco Support website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day at this URL:

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

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

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



Note Before you submit a request for service online or by phone, use the **Cisco Product Identification Tool** to locate your product serial number. You can access this tool from the Cisco Support website by clicking the **Get Tools & Resources** link, clicking the **All Tools (A-Z)** tab, and then choosing **Cisco Product Identification Tool** from the alphabetical list. This tool offers three search options: by product ID or model name; by tree view; or, for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.



Tip **Displaying and Searching on Cisco.com**

If you suspect that the browser is not refreshing a web page, force the browser to update the web page by holding down the Ctrl key while pressing F5.

To find technical information, narrow your search to look in technical documentation, not the entire Cisco.com website. After using the Search box on the Cisco.com home page, click the **Advanced Search** link next to the Search box on the resulting page and then click the **Technical Support & Documentation** radio button.

To provide feedback about the Cisco.com website or a particular technical document, click **Contacts & Feedback** at the top of any Cisco.com web page.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request 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 list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—An existing 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.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations 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.

Severity 3 (S3)—Operational performance of the network is impaired while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

16 Obtaining Additional Publications and Information

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

- The Cisco Online Subscription Center is the website where you can sign up for a variety of Cisco e-mail newsletters and other communications. Create a profile and then select the subscriptions that you would like to receive. To visit the Cisco Online Subscription Center, go to this URL:
<http://www.cisco.com/offer/subscribe>
- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco channel product offerings. To order and find out more about the *Cisco Product Quick Reference Guide*, go to this URL:
<http://www.cisco.com/go/guide>
- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:
<http://www.cisco.com/go/marketplace/>
- 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 at this URL:
<http://www.ciscopress.com>
- *Internet Protocol Journal* is a quarterly journal published by Cisco 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>
- Networking products offered by Cisco, as well as customer support services, can be obtained at this URL:
<http://www.cisco.com/en/US/products/index.html>
- Networking Professionals Connection is an interactive website where networking professionals share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:
<http://www.cisco.com/discuss/networking>
- “What’s New in Cisco Documentation” is an online publication that provides information about the latest documentation releases for Cisco products. Updated monthly, this online publication is organized by product category to direct you quickly to the documentation for your products. You can view the latest release of “What’s New in Cisco Documentation” at this URL:
<http://www.cisco.com/univercd/cc/td/doc/abtnicd/136957.htm>
- World-class networking training is available from Cisco. You can view current offerings at this URL:
<http://www.cisco.com/en/US/learning/index.html>



Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA

www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

Asia Pacific Headquarters
Cisco Systems, Inc.
168 Robinson Road
#28-01 Capital Tower
Singapore 068912

www.cisco.com
Tel: +65 6317 7777
Fax: +65 6317 7799

Europe Headquarters
Cisco Systems International BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands

www-europe.cisco.com
Tel: 31 0 800 020 0791
Fax: 31 0 20 357 1100

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