



# Cisco 850 Series and Cisco 870 Series Access Routers Cabling and Setup Quick Start Guide

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## Cisco One-Year 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](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 78-5235-03A0 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).



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**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>

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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:  
78-10747-01C0
  - b. Select the language in which you would like to view the document.

c. Click **Go**.

The Cisco warranty page appears.

d. Read 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](http://www.cisco.com/public/Support_root.shtml).

### Duration of Hardware Warranty

One (1) Year

### 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	

# Locate the Product Serial Number

The serial number label for the router is located on the rear of the chassis, above the Ethernet LAN ports. (See [Figure 1-1](#).)

**Figure 1-1**      **Product Serial Number Location**



## Before Installation

- [Check Items Shipped with the Router](#)
- [Nonwireless Routers](#)
- [Read the Safety Warnings and Guidelines](#)
- [Remove the Caution Sticker](#)

## Check Items Shipped with the Router

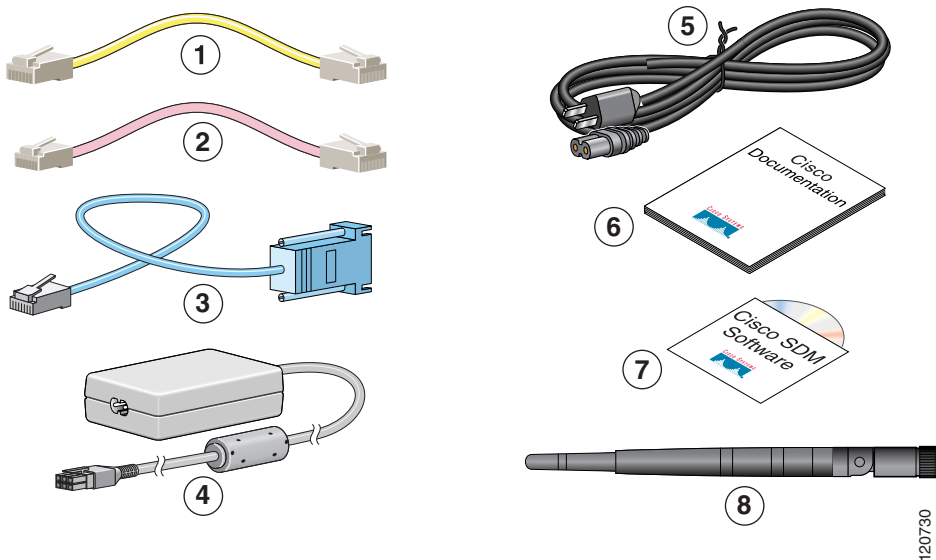
[Table 1-1](#) lists the quantity of the items that are shipped with each router model in the Cisco 850 series and the Cisco 870 series routers. [Figure 1-2](#) depicts the items.

Verify that the items listed in [Table 1-1](#) were shipped with the router. If any of the items is missing or damaged, contact your customer service representative.

**Table 1-1** *Items Shipped with Cisco 850 Series and Cisco 870 Series Routers*

Item	Cisco 851 and Cisco 871	Cisco 857 and Cisco 877	Cisco 876	Cisco 878
Ethernet cable (straight-through)	1	1	1	1
DSL <sup>1</sup> cable	Not applicable	1 <sup>2</sup>	1 <sup>3</sup>	1 <sup>3</sup>
ISDN <sup>4</sup> S/T cable	Not applicable	Not applicable	Optional	Optional
Console cable	1	1	1	1
Console-auxiliary <sup>5</sup> cable	Optional	Optional	Optional	Optional
Power adapter	1	1	1	1
Power cord <sup>6</sup>	1	1	1	1
Cisco documentation <sup>7</sup>	1	1	1	1
Cisco Router and Security Device Manager (SDM) software CD	1	1	1	1
Swivel-mount dipole antenna (wireless router models only)	Cisco 851: 1 antenna  Cisco 871: 2 antennas	Cisco 857: 1 antenna  Cisco 877: 2 antennas	2	2

1. DSL = digital subscriber line. Used for an asynchronous digital subscriber line (ADSL) or multirate symmetrical high-data-rate digital subscriber line (G.SHDSL).
2. An RJ-11-to-RJ-11 straight-through cable is shipped, unless an RJ-11-to-RJ-11 crossover cable is specified.
3. An RJ-11-to-RJ-11 straight-through cable is shipped, unless an RJ-11-to-RJ-11 crossover cable or an RJ-11-to-RJ-45 cable is specified.
4. ISDN = Integrated Services Digital Network.
5. Console-auxiliary cable is used to connect the router console port to an asynchronous modem for dial backup or remote management.
6. Power cords are ordered as applicable to country or geographic region.
7. Includes the *Regulatory Compliance and Safety Information for Cisco 800 Series Routers* document and the *Cisco 850 Series and Cisco 870 Series Access Routers Cabling and Setup Quick Start Guide* (this document). Also includes the *Declarations of Conformity and Regulatory Information for Cisco Access Products with 802.11a/b/g and 802.11b/g Radios* document for wireless models.

**Figure 1-2** Items Included with the Cisco 850 Series and Cisco 870 Series Routers

<b>1</b>	Yellow Ethernet cable	<b>5</b>	Black power cord for adapter
<b>2</b>	Lavender DSL cable (optional)	<b>6</b>	Product documentation
<b>3</b>	Light blue console cable	<b>7</b>	Cisco SDM software CD
<b>4</b>	Router power adapter	<b>8</b>	Swivel-mount dipole antenna (wireless router models only)

The following cables are not included with the router. You need to order them separately.

- Modem cable—For connecting the router console port to an asynchronous modem for dial backup and remote management.
- Orange ISDN S/T cable—For connecting devices to the ISDN S/T port.

**Caution**

Both LAN and WAN ports can use RJ-45 connectors. Use caution when connecting cables to these connectors. To avoid damage to the router, do not connect telephone-network voltage (TNV) circuits (such as ISDN or DSL circuits) to safety extra-low voltage (SELV) circuits (such as LAN circuits).

## Nonwireless Routers

Portions of this guide do not apply to nonwireless models of the Cisco 850 series and Cisco 870 series routers. Some illustrations show the router with antennas attached, whereas the nonwireless routers do not have antennas or antenna connectors on the back panel. However, except for the [“Connect the Antenna to the Wireless Router \(Optional\)”](#) section, the connection procedures are the same for wireless and nonwireless router models.

## Read the Safety Warnings and Guidelines

Before you begin to connect your router, read the *Regulatory Compliance and Safety Information for Cisco 800 Series Routers* document that is shipped with the router. This document provides important safety warnings and guidelines.

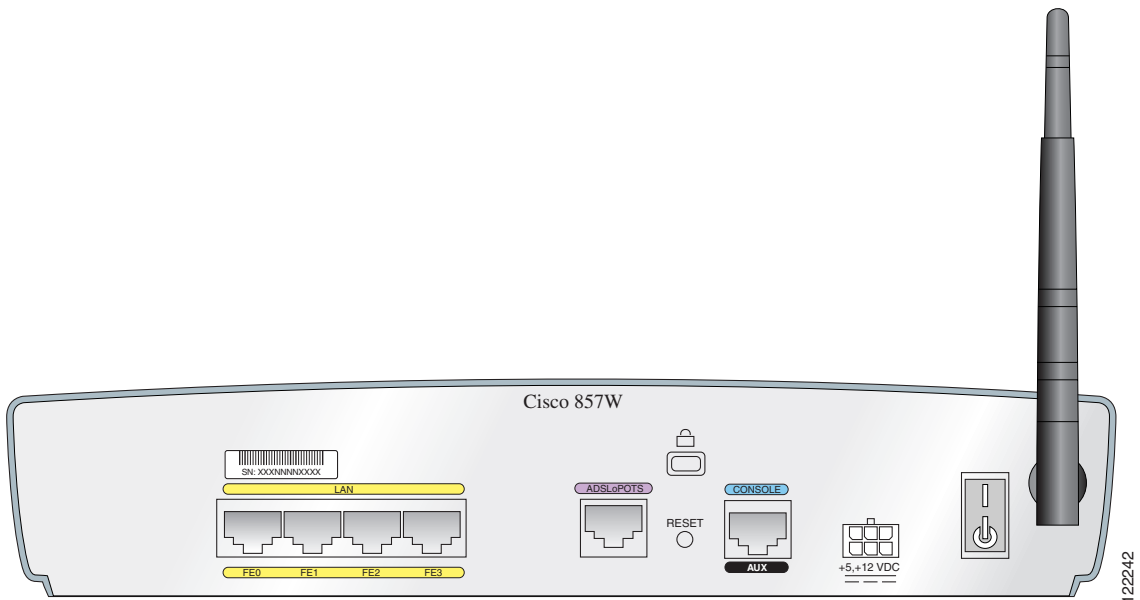
## Remove the Caution Sticker

Locate the yellow caution label that covers the LAN ports. Simply peel off the label and the LAN ports are ready for use. Be sure that you do not connect ISDN telephone lines to these LAN ports.

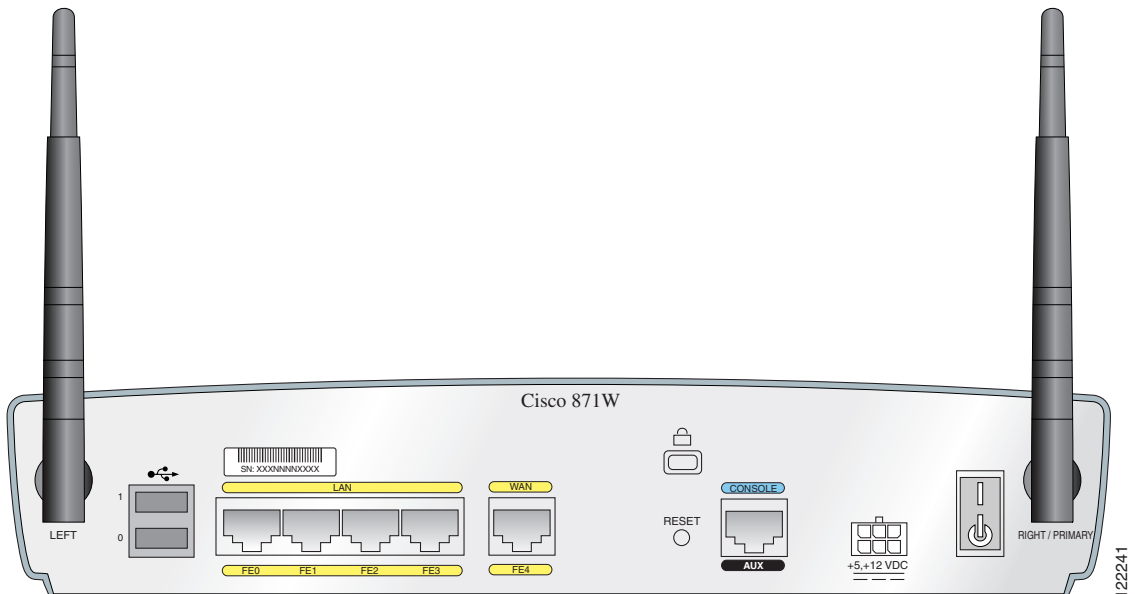
# Connect the Antenna to the Wireless Router (Optional)

The Cisco 850 series wireless routers support the use of a single 2.4-GHz antenna. (See [Figure 1-3](#).) The Cisco 870 series wireless routers support the use of two 2.4-GHz antennas. (See [Figure 1-4](#).)

**Figure 1-3** Cisco 857 Wireless Router with Single Antenna





**Figure 1-4** Cisco 871 Wireless Router with Two Antennas

To connect the antenna or antennas to a wireless router, follow these steps:

- 
- Step 1** Attach each antenna to a reverse-polarity threaded Neill-Concelman (RP-TNC) connector on the back of the router and tighten the connector hand-tight.
- Step 2** After you connect the antenna to the back of the router, orient the antenna so that it is straight up.
-

# Connect the Power-over-Ethernet Module to the Cisco 870 Series Router (Optional)

Power-over-Ethernet (PoE) is supported on the Cisco 870 Series routers only. If you purchased a PoE module, connect all four Ethernet cables on the PoE module to the four LAN Ethernet ports on the Cisco 870 Series router. (See [Figure 1-5](#).) Make sure that you connect all four Ethernet cables.

If the cables are too close together for easy insertion, move the plastic cable guard away from the connector end of the cables.

**Caution**

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To ensure proper PoE module operation, do not connect the PoE module power supply to the PoE module before you connect the PoE module to the router.

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Although [Figure 1-5](#) shows the Cisco 871 router connected to a PoE module, this connection works for all router models in the Cisco 870 series.

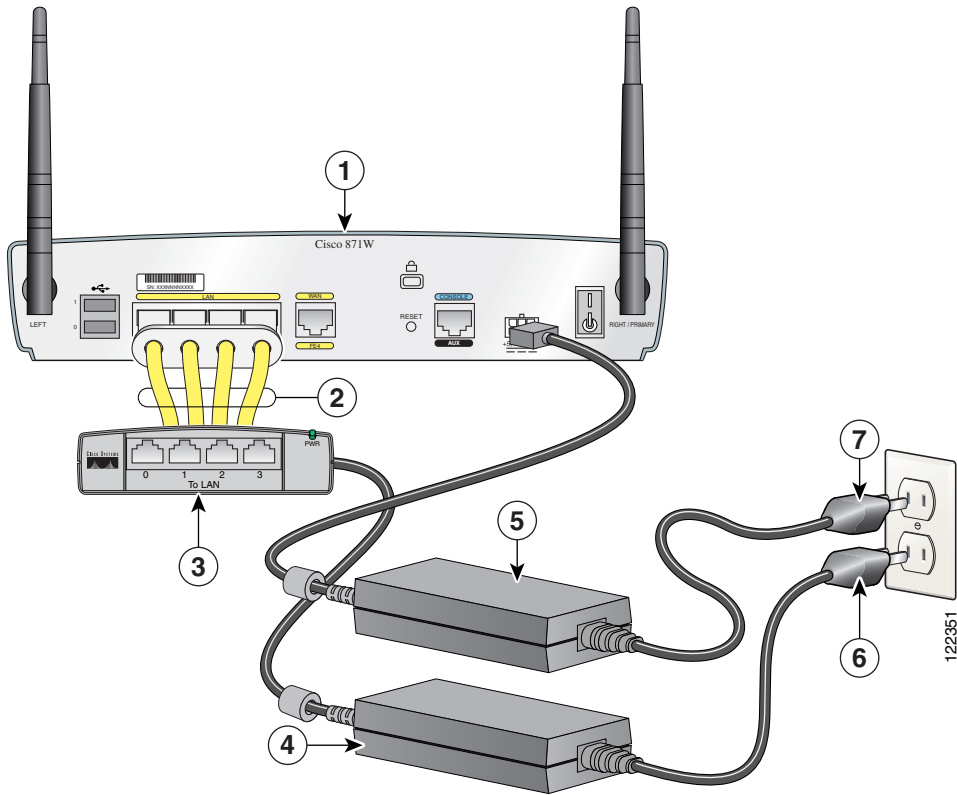
**Note**

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When you connect a device (such as a PC or IP phone) to the PoE module, you may notice a 1- to 2-second delay before the LED indicator for the port comes on.

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Figure 1-5 Connecting the PoE Module to the Router



1	Cisco 870 series router	5	Router power adapter
2	Ethernet cables on the PoE module (four RJ-45 connectors in series)	6	PoE power plug
3	PoE module	7	Router power plug
4	PoE power adapter		

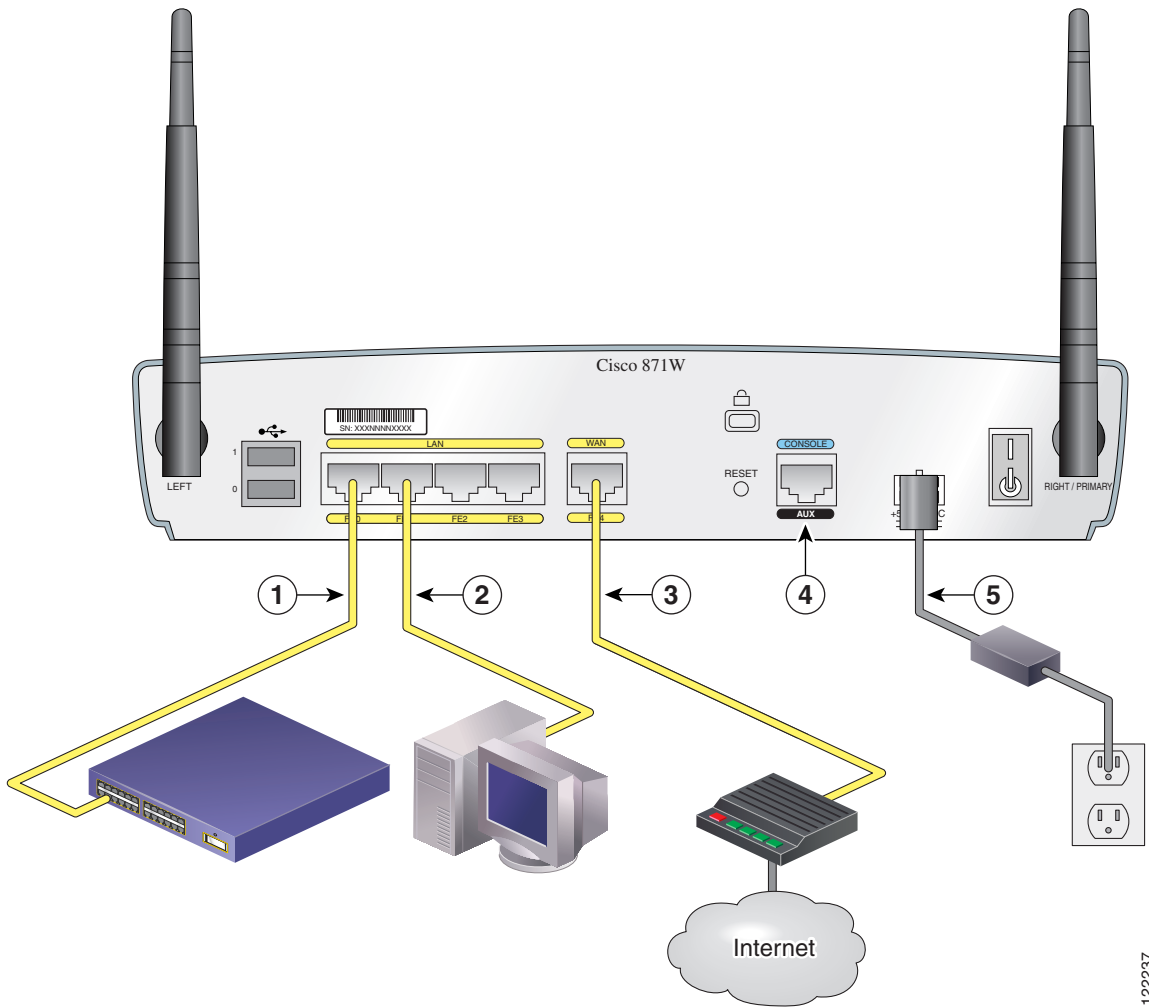
# Typical Installations of the Cisco 850 Series and Cisco 870 Series Routers

Typical installations of the Cisco 850 series and Cisco 870 series routers are depicted in [Figure 1-6](#) through [Figure 1-9](#), as follows:

- Cisco 851 and Cisco 871 router—See [Figure 1-6](#).
- Cisco 857 and Cisco 87 router—See [Figure 1-7](#).
- Cisco 876 router—See [Figure 1-8](#).
- Cisco 878 router—See [Figure 1-9](#).

[Figure 1-6](#) shows a typical installation of a Cisco 851 or Cisco 871 router. This figure shows the back panel of a Cisco 871 router, which has two Universal Serial Bus (USB) ports. The Cisco 851 router does not have any USB ports; however, the connections on the other ports are the same for both the Cisco 851 and the Cisco 871 routers.

Figure 1-6 Typical Installation of a Cisco 851 or Cisco 871 Router

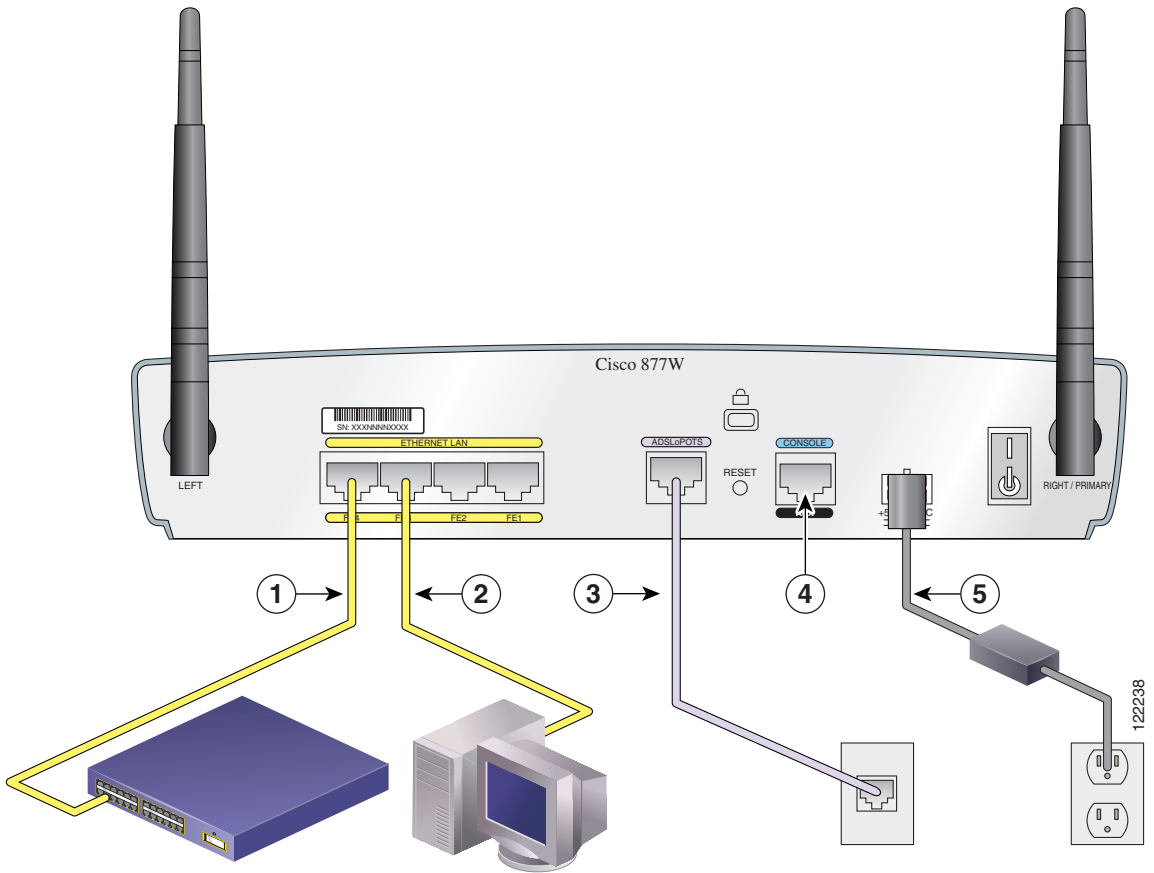


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<b>1</b>	Ethernet connection to an external switch	<b>4</b>	Console port
<b>2</b>	Ethernet connection to a PC	<b>5</b>	Power adapter
<b>3</b>	WAN connection using a broadband modem to the Internet		

Figure 1-7 shows a typical installation of a Cisco 857 or Cisco 877 router.

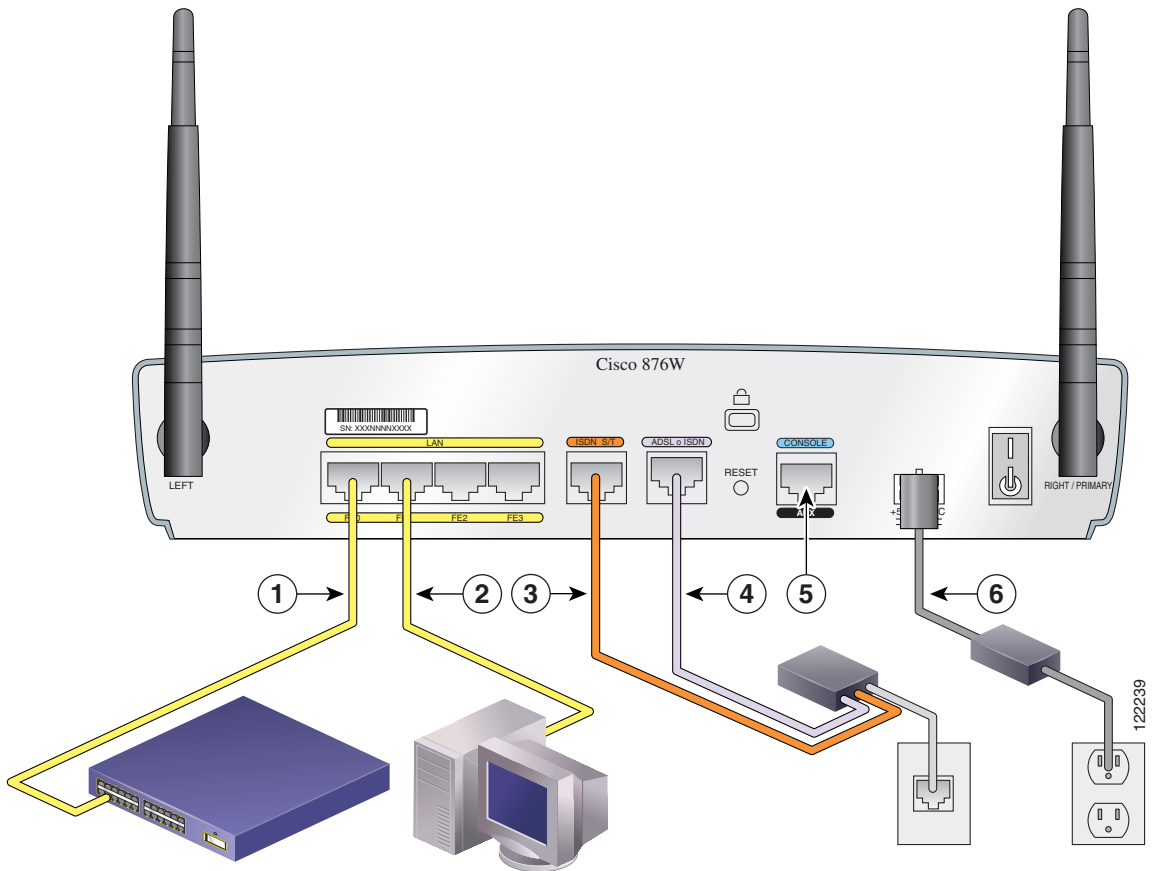
Figure 1-7 Typical Installation of a Cisco 857 or a Cisco 877 Router



1	Ethernet connection to an external switch	4	Console port
2	Ethernet connection to a PC	5	Power adapter
3	ADSL-over-POTS connection		

Figure 1-8 shows a typical installation of a Cisco 876 router.

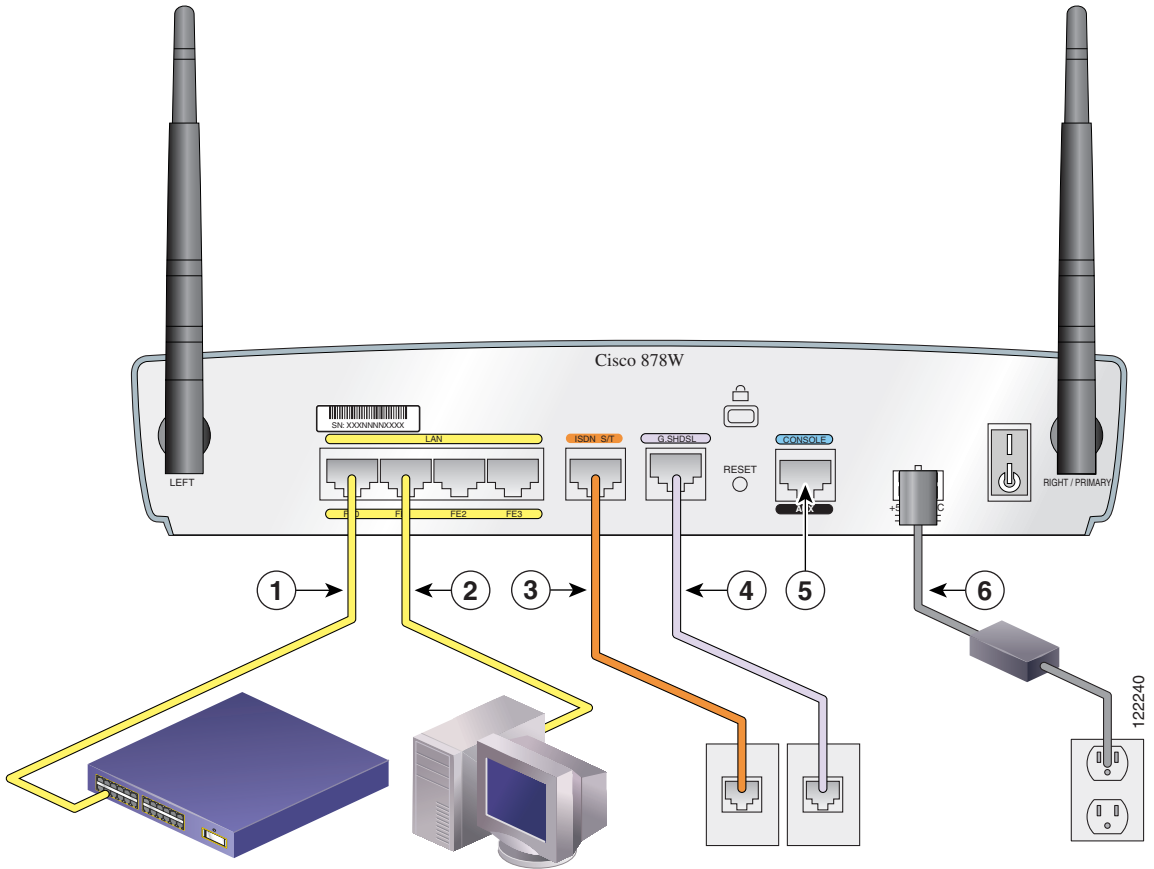
**Figure 1-8** Typical Installation of a Cisco 876 Router



1	Ethernet connection to an external switch	4	ADSL-over-ISDN connection
2	Ethernet connection to a PC	5	Console port
3	ISDN S/T connection	6	Power adapter

Figure 1-9 shows a typical installation of a Cisco 878 router.

Figure 1-9 Typical Installation of a Cisco 878 Router



1	Ethernet connection to an external switch	4	G.SHDSL connection
2	Ethernet connection to a PC	5	Console port
3	ISDN S/T connection	6	Power adapter



# Connect the Router

Connect the router, referring to the typical installation for your router model as shown in the [“Typical Installations of the Cisco 850 Series and Cisco 870 Series Routers”](#) section on page 1-12.

Follow these steps to connect the router to the power supply, to your local network, and to your service provider:

- 
- Step 1** Wireless models only: Make sure that you have attached the antennas to the router as described in the [“Connect the Antenna to the Wireless Router \(Optional\)”](#) section on page 1-8.
  - Step 2** If you are using a PoE module, make sure that it is connected to the router (see [“Connect the Power-over-Ethernet Module to the Cisco 870 Series Router \(Optional\)”](#) section on page 1-10). Connect the Ethernet devices to the PoE module, not to the router.
  - Step 3** If you are connecting more than four PCs to the router, connect the router to a switch or hub by using a yellow Ethernet cable, as shown in [Figure 1-6](#) through [Figure 1-9](#).
  - Step 4** Connect a PC directly to your router, as shown in [Figure 1-6](#) through [Figure 1-9](#). Turn off the PC so that it will obtain an IP address from the router when it is turned on. You can connect additional PCs to the remaining numbered Ethernet ports.
  - Step 5** The console port is a service port to which you can connect a terminal or PC in order to configure the software by using the command-line interface (CLI) or to troubleshoot problems with the router. If you need access to the router console, connect a PC or terminal to the console port.



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**Note** By connecting the console port to an asynchronous modem using the optional router modem cable, you can add dial backup and remote management capabilities to the router.

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- Step 6** Cisco 851 and Cisco 871 routers only: Connect the second yellow Ethernet cable between the router Ethernet WAN port and an available port on an installed digital subscriber line (DSL), cable, or long-reach Ethernet modem as shown in [Figure 1-6](#).

Follow the instructions provided with your broadband modem to determine which port on the modem to connect to. Turn on the broadband modem if it is not already turned on.

- Step 7** Cisco 871 router only: Connect supported USB devices such as flash memory modules or eTokens to the two USB ports. For more information, see the *Cisco Access Router USB Flash Module and USB eToken Hardware Installation Guide*. Proceed to [Step 12](#).
- Step 8** Cisco 857 and Cisco 877 routers only: Connect the ADSLoPOTS port on the router to the telephone wall jack by using the lavender DSL cable. If the ADSL line is also used for voice communication, you can prevent disruption to data communication by connecting the router to an ADSL splitter, or by installing microfilters between telephones or fax equipment and the wall jack. Proceed to [Step 12](#).

**Caution**

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Both LAN and WAN ports can use RJ-45 connectors. Use caution when connecting cables to these connectors. To avoid damage to the router, do not connect telephone-network voltage (TNV) circuits (such as ISDN or DSL circuits) to safety extra-low voltage (SELV) circuits (such as LAN circuits).

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- Step 9** Cisco 876 and Cisco 878 routers only: For dial backup and remote management, you can connect the ISDN S/T port to a Network Termination (NT1) box or an ADSL splitter, using the orange ISDN S/T cable (ordered separately). Continue to [Step 10](#) or proceed to [Step 11](#), as appropriate for your router model.
- Step 10** Cisco 876 routers only: Connect the DSL cable to the ADSLoISDN port on the router and to the ADSL splitter or wall socket. If you are using an ADSL splitter, connect the splitter to the wall socket using a Category 5 unshielded twisted-pair cable. Proceed to [Step 12](#).
- Step 11** Cisco 878 routers only: Connect the DSL cable to the G.SHDSL port on the router and to the wall socket.
- Step 12** All router models: Connect power to the router, and turn on the router. Be sure to use the power supply that was shipped with the router. Other power supplies will not connect to the router.

The green OK LED on the front panel of the router lights up when you connect the router to a power source. The router is now ready for use.

If the green OK LED does not turn on, see the “Troubleshooting” chapter in the *Cisco 850 Series and Cisco 870 Series Routers Hardware Installation Guide*.



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**Note** For Cisco 857, Cisco 876, Cisco 877, and Cisco 878 routers, the DSL line must have been provisioned by your service provider and must be correctly configured. Check the carrier detect (CD) status on the ADSL CD LED or G.SHDSL CD LED on the router. If the ADSL CD LED or G.SHDSL CD LED does not light up, check with your service provider.

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**Step 13** If you have connected a PoE module to the router, connect the PoE module power supply to the input jack on the back panel of the PoE module. The green LED on the PoE front panel lights up and power is provided to devices connected to the PoE.

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See the *Cisco 870 Series Routers Hardware Installation Guide* for detailed connection instructions.

## Install SDM and Configure the Router

To install Cisco SDM for configuring the router, follow these steps:

- 
- Step 1** Connect a PC to any router LAN port, as shown in [Figure 1-7](#), [Figure 1-8](#) and [Figure 1-9](#).
  - Step 2** Insert the Cisco SDM software CD into the CD drive of the PC. An installation wizard is launched from the CD. Install Cisco SDM by following the instructions on the installation wizard user interface.
  - Step 3** Use Cisco SDM to configure the router by following the instructions in the *Cisco Router and Security Device Manager (SDM) Quick Start Guide*.
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## Related Documentation

This document describes the basic process of cabling and setting up the Cisco 850 series and Cisco 870 series routers. See the following documents for more information:

- *Cisco 850 Series and Cisco 870 Series Access Routers Hardware Installation Guide*—Provides detailed cabling and hardware information for the Cisco 850 series and Cisco 870 series routers.
- *Cisco Router and Security Device Manager (SDM) Quick Start Guide*—Provides step-by-step instructions for configuring the router and wireless features by using the Cisco SDM web-based GUI.
- *Cisco 850 Series and Cisco 870 Series Access Routers Software Configuration Guide*—Provides software configuration information and examples for the Cisco 850 and Cisco 870 series routers.
- *Cisco Access Router Wireless Configuration Guide*—Provides wireless software configuration information for Cisco access routers, including the Cisco 850 series and Cisco 870 series.
- *Upgrading Memory in Cisco 800 Series Routers*—Provides information about upgrading memory in the Cisco 800 series routers.
- *Regulatory Compliance and Safety Information for Cisco 800 Series and SOHO Series Routers*—Provides regulatory compliance and safety information about Cisco 800 series and SOHO series routers.
- *Cisco Access Router USB Flash Module and USB eToken Hardware Installation Guide*—Provides information about installing USB flash memory modules and eTokens.

These documents are available on the World Wide Web. You can access the most current Cisco documentation on the World Wide Web at the following sites:

- <http://www.cisco.com>
- <http://www-china.cisco.com>
- <http://www-europe.cisco.com>

# 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 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](http://www.cisco.com/public/countries_languages.shtml)

## Product Documentation DVD

Cisco documentation and additional literature are available in the Product Documentation DVD package, which may have shipped with your product. The Product Documentation DVD is updated regularly and may be more current than printed documentation.

The Product Documentation DVD is a comprehensive library of technical product documentation on portable media. The DVD enables you to access multiple versions of hardware and software installation, configuration, and command guides for Cisco products and to view technical documentation in HTML. With the DVD, you have access to the same documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .pdf versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD=) from the Ordering tool or Cisco Marketplace.

Cisco Ordering tool:

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

Cisco Marketplace:

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

## Ordering Documentation

Beginning June 30, 2005, registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

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

Cisco will continue to support documentation orders using the Ordering tool:

- Registered Cisco.com users (Cisco direct customers) can order documentation from the Ordering tool:  
<http://www.cisco.com/en/US/partner/ordering/>
- Instructions for ordering documentation using the Ordering tool are at this URL:  
[http://www.cisco.com/univercd/cc/td/doc/es\\_inpk/pdi.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm)
- 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 1 800 553-NETS (6387).

## Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can send comments about Cisco documentation to [bug-doc@cisco.com](mailto: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.

## 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](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

From this site, you can perform these tasks:

- 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 and notices for Cisco products is available at this URL:

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

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

[http://www.cisco.com/en/US/products/products\\_psirt\\_rss\\_feed.html](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 might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—[security-alert@cisco.com](mailto: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.

- Nonemergencies—[psirt@cisco.com](mailto:psirt@cisco.com)

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

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



### Tip

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We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked 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.htm](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.htm)

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

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## Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation 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 Technical Support & Documentation Website

The Cisco Technical Support & Documentation 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/techsupport>

Access to all tools on the Cisco Technical Support & Documentation 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

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Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI 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.

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## 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)**—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.

**Severity 2 (S2)**—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.

**Severity 3 (S3)**—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.

**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.

# 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, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

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- *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:

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- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

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- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

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- *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:

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- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

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- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

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