



# Preface

---

## Objectives

This document provides a general overview of all hardware and software components of the Cisco VCO/4K Open Programmable Switch.

## Audience

This guide is designed for system administrators and other personnel assigned to the task of installing and operating the VCO/4K switch.

## Document Organization

This document is organized as follows:

- Chapter 1, “System Architecture,” provides a general overview of the VCO/4K design architecture.
- Chapter 2, “Product Description,” provides a brief review of all VCO/4K hardware and software components.
- Chapter 3, “Open Architecture and Call Control,” describes the VCO/4K host and administration interfaces, including resource control, supervision templates, impulse and outpulse rules, and commands and reports.
- Chapter 4, “Technical Specifications,” includes specifications for all VCO/4K hardware and software modules.

## Conventions

This document uses the following conventions:



Note

---

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the manual.

---

**Caution**


---

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

---

**Warning**


---

**Warning** Means *danger*. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. To see translated versions of the warning, refer to the *Regulatory Compliance and Safety* document that accompanied the device.

---

## Related Documentation

Related documentation includes:

- *Cisco VCO/4K Hardware Planning Guide*
- *Cisco VCO/4K Site Preparation Guide*
- *Cisco VCO/4K Hardware Installation Guide*
- *Cisco VCO/4K System Maintenance Manual*
- *Cisco VCO/4K Troubleshooting Guide*
- *Cisco VCO/4K Mechanical Assemblies*
- *Cisco VCO/4K Card Technical Descriptions*
- *Cisco VCO/4K Software Installation Guide*
- *Cisco VCO/4K System Administrator's Guide*
- *Cisco VCO/4K Standard Programming Reference*
- *Cisco VCO/4K Extended Programming Reference*
- *Cisco VCO/4K System Messages*
- *Cisco VCO/4K Supervision and Call Progress Tone Detection*
- *Cisco VCO/4K Conferencing Guide*
- *Cisco VCO/4K SS7 Subsystem Manual, ANSI Software Version 5.2*
- *Cisco VCO/4K ITU Subsystem Manual, ITU Software Version 5.2*
- *Cisco VCO/4K China Integrated SS7 Manual*
- *Cisco VCO/4K ISDN Supplement*
- *Cisco VCO/4K ASIST/API Programming Reference*
- *Cisco VCO/4K TeleRouter Reference Guide*
- *Cisco VCO/4K Ethernet Guide*
- *Cisco VCO/4K MIB Reference*
- *Cisco VCO/4K Country Supplements*

# Obtaining Documentation

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

## 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>

## Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or as an annual subscription.

## Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products MarketPlace:  
[http://www.cisco.com/cgi-bin/order/order\\_root.pl](http://www.cisco.com/cgi-bin/order/order_root.pl)
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:  
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, in North America, by calling 800 553-NETS(6387).

## Documentation Feedback

If you are reading Cisco product documentation on the World Wide Web, you can submit technical comments electronically. Click **Feedback** in the toolbar and select **Documentation**. After you complete the form, click **Submit** to send it to Cisco.

You can e-mail your comments to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

To submit your comments by mail, for your convenience many documents contain a response card behind the front cover. Otherwise, you can mail your comments to the following address:

Cisco Systems, Inc.  
Document Resource Connection  
170 West Tasman Drive  
San Jose, CA 95134-9883

# Obtaining Technical Assistance

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

## Cisco.com

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

Cisco.com provides a broad range of features and services to help customers and partners streamline business processes and improve productivity. Through Cisco.com, you can find information about Cisco and our networking solutions, services, and programs. In addition, you can resolve technical issues with online technical support, download and test software packages, and order Cisco learning materials and merchandise. Valuable online skill assessment, training, and certification programs are also available.

Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

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

<http://www.cisco.com>

## Technical Assistance Center

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

## Contacting TAC by Using the Cisco TAC Website

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

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

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

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

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

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

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

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

## Contacting TAC by Telephone

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

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

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.

