



# Release Notes for New Hardware for Cisco ATA 186 and Cisco ATA 188 Analog Telephone Adaptors

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**March 17, 2004**

A new hardware release is now available for the Cisco ATA 186 and Cisco ATA 188 Analog Telephone Adaptor series. This new hardware release introduces eight new stock keeping units (SKUs) to [cisco.com](http://cisco.com):

- ATA186-I1-A
- ATA186-I1-1P-CH1-A
- ATA186-I2-A
- ATA186-I2-1P-CH1-A
- ATA188-I1-A
- ATA188-I1-1P-CH1-A
- ATA188-I2-A
- ATA188-I2-1P-CH1-A

This new hardware release for the Cisco ATA has the same form factor and features as the older hardware. The new SKUs are required because the software requirement for the new hardware is different from the older ATA hardware. For more information, see the [“Software Required for New Cisco ATA Hardware” section on page 2](#).

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## Introduction to the Cisco ATA Analog Telephone Adaptor

The Cisco ATA is an analog telephone adaptor that allows traditional analog telephones to operate on IP-based telephony networks. The Cisco ATA supports two voice ports, each with its own independent telephone number.

Two Cisco ATA products are available to Cisco customers—the Cisco ATA 186 and the Cisco ATA 188. Both products run the same software and have two voice ports. The Cisco ATA 186 has one RJ45 port that provides access to an Ethernet network. The Cisco ATA 188 has an Ethernet switch and two RJ45 ports—one for accessing an Ethernet network and one for connecting a downstream Ethernet device such as a PC.

## Software Required for New Cisco ATA Hardware

The new Cisco ATA hardware requires release 3.1 and later of the Cisco ATA software, which is now available on [cisco.com](http://cisco.com). Release 3.1 runs on both the older and newer Cisco ATA hardware.

Once logged in to [cisco.com](http://cisco.com), you can download Cisco ATA software from:

<http://www.cisco.com/cgi-bin/tablebuild.pl/ata186>

For more information about downloading and upgrading software, see the Cisco ATA administrator's guides for the signaling protocol you are using. The administrator's guides can be found at the following location:

<http://www.cisco.com/univercd/cc/td/doc/product/voice/ata/ataadm/index.htm>

## Power Denial Support

The new Cisco ATA hardware supports power denial (battery removal) capability for its FXS ports when a call is disconnected.

## Related Documentation

Use these release notes in conjunction with the documents located at this index:

<http://www.cisco.com/univercd/cc/td/doc/product/voice/ata/index.htm>

# Obtaining Documentation

The following sections explain how to obtain documentation from Cisco Systems.

## World Wide Web

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

<http://www.cisco.com>

Translated documentation is available at the following URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped 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 through an annual subscription.

## Ordering Documentation

You can order Cisco documentation in these ways:

- Registered Cisco.com users (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 Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

## Documentation Feedback

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170 West Tasman Drive  
San Jose, CA 95134-9883

We appreciate your comments.

## Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

### Cisco.com

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### Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.

- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

The Cisco TAC resource that you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

## Cisco TAC Web Site

You can use the Cisco TAC Web Site to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to this URL:

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

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

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

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC Web Site, you can open a case online by using the TAC Case Open tool at this URL:

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

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

## Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

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

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

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