



# Regulatory Compliance and Safety Information for the Cisco IP/TV 3400 Series Servers

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This document provides regulatory compliance and safety information for the Cisco IP/TV 3400 Series Servers. Use this information with the *Cisco IP/TV 3400 Series Servers User Guide, Version 3.2* (Customer Order Number DOC-785798=, Text Part Number 78-5798-04).

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## Safety Recommendations

Follow these guidelines to ensure general safety:

- Keep the chassis clear and dust-free during and after installation.
- Put the removed chassis cover in a safe place.
- Keep tools away from walk areas where you and others could fall over them.
- Do not wear loose clothing that could get caught in the chassis. Fasten your tie or scarf and roll up your sleeves.
- Wear safety glasses if you are working under any conditions that might be hazardous to your eyes.
- Do not perform any action that creates a potential hazard to people or makes the equipment unsafe.

## Maintaining Safety with Electricity

Follow these guidelines when working on equipment powered by electricity:

- Locate the emergency power-off switch for the room in which you are working. Then, if an electrical accident occurs, you can act quickly to turn off the power.
- Disconnect all power by turning off the power and unplugging the power cord before:
  - Installing or removing a chassis
  - Working near power supplies
- Do not work alone if potentially hazardous conditions exist.
- Never assume that power is disconnected from a circuit; always check the circuit.
- Look carefully for possible hazards in your work area, such as moist floors, ungrounded power extension cables, frayed power cords, and missing safety grounds.
- If an electrical accident occurs, proceed as follows:
  - Use caution; do not become a victim yourself.
  - Turn off power to the system.
  - If possible, send another person to get medical aid. Otherwise, assess the condition of the victim and then call for help.
  - Determine if the person needs rescue breathing or external cardiac compressions; then take appropriate action.

## Preventing Electrostatic Discharge Damage

Electrostatic discharge (ESD) can damage equipment and impair electrical circuitry. ESD damage occurs when electronic components are improperly handled and can result in complete or intermittent failures.

- Always follow ESD-prevention procedures when removing and replacing components. Ensure that the chassis is electrically connected to earth ground. Wear an ESD-preventive wrist strap, ensuring that it makes good skin contact. Connect the grounding clip to an unpainted surface of the chassis frame to safely ground ESD voltages. To properly guard against ESD damage and shocks, the wrist strap and cord must operate effectively. If no wrist strap is available, ground yourself by touching the metal part of the chassis.
- For safety, periodically check the resistance value of the antistatic strap, which should be between 1 and 10 megohms (Mohms).

# General Site Requirements

This section describes the requirements your site must meet for safe installation and operation of your system. Ensure that your site is properly prepared before beginning installation.

## Site Environment

The Cisco IP/TV 3400 Series Servers can be placed on a desktop or mounted in a rack. The location of the Cisco IP/TV 3400 Series Servers and the layout of your equipment rack or wiring room are extremely important for proper system operation. Equipment placed too close together, inadequate ventilation, and inaccessible panels can cause system malfunctions and shutdowns, and can make maintenance of the Cisco IP/TV 3400 Series Servers difficult.

When planning your site layout and equipment locations, keep in mind the precautions described in the next section, “[Preventive Site Configuration](#),” to help avoid equipment failures and reduce the possibility of environmentally caused shutdowns. If you are currently experiencing shutdowns or unusually high errors with your existing equipment, these precautions may help you isolate the cause of failures and prevent future problems.

## Preventive Site Configuration

The following precautions will help you plan an acceptable operating environment for your Cisco IP/TV 3400 Series Servers and will help you avoid environmentally caused equipment failures:

- Electrical equipment generates heat. Ambient air temperature might not be adequate to cool equipment to acceptable operating temperatures without adequate circulation. Ensure that the room in which you operate your system has adequate air circulation.
- Always follow the ESD-prevention procedures described previously to avoid damage to equipment. Damage from static discharge can cause immediate or intermittent equipment failure.
- Ensure that the chassis cover is secure. The chassis is designed to allow cooling air to flow effectively within it. An open chassis allows air leaks, which may interrupt and redirect the flow of cooling air from internal components.

## Configuring Equipment Racks

The following tips will help you plan an acceptable equipment rack configuration:

- Enclosed racks must have adequate ventilation. Ensure that the rack is not overly congested, because each unit generates heat. An enclosed rack should have louvered sides and a fan to provide cooling air.
- When mounting a chassis in an open rack, ensure that the rack frame does not block the intake or exhaust ports. If the chassis is installed on slides, check the position of the chassis when it is seated all the way into the rack.
- In an enclosed rack with a ventilation fan in the top, excessive heat generated by equipment near the bottom of the rack can be drawn upward and into the intake ports of the equipment above it in the rack. Ensure that you provide adequate ventilation for equipment at the bottom of the rack.
- Baffles can help to isolate exhaust air from intake air, which also helps to draw cooling air through the chassis. The best placement of the baffles depends on the airflow patterns in the rack. Experiment with different arrangements to position the baffles effectively.

## Power Supply Considerations

Check the power at your site to ensure that you are receiving “clean” power (free of spikes and noise). Install a power conditioner if necessary.

The Cisco IP/TV 3400 Series Servers AC power supply includes the following features:

- Units autoselect operating ranges at a low range of 100 to 120 volts or a high range of 200 to 240 volts.
- All units include a 6-foot (1.8-meter) electrical power cord.

## Regulatory Standards Compliance

The Cisco IP/TV 3400 Series Servers are in compliance with national and international specification standards described in [Table 1](#).

*Table 1 Class A Regulatory Standards Compliance*

Specification	Description
Regulatory compliance	Products bear CE marking, indicating compliance with the following directives, including safety and EMC standards as stated: 89/366/EEC, 73/23/EEC
Safety	UL 1950 CAN/CSA-C22.2 No. 950 EN60950 IEC 60950 IEC 60825 EN 60825 21 CFR 1040
EMC	FCC Part 15 (CFR 47) Class A ICES-003 Class A EN55022 Class A w/UTP, Class B w/FTP CISPR22 Class A w/UTP, Class B w/FTP AS/NZS 3548 Class A w/UTP, Class B w/FTP VCCI Class A w/UTP, Class B w/FTP EN55024 EN50082-1 EN61000-3-2 Class A EN61000-3-3

# EMC Environmental Conditions

This section applies to products to be installed in the European Union.

This equipment is intended to operate under the following environmental conditions with respect to EMC:

1. A separate defined location under user's control.
2. Earthing and bonding shall meet the requirements of ETS 300 253 or CCITT K27.
3. Where applicable, AC power distribution shall be TN-S or TN-C (as defined in IEC 364-3).

In addition, if equipment is operated in a domestic environment, interference may occur.

## Class A Warning Statements

### FCC Class A Warning

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.



**Warning**

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**Modifying the equipment without Cisco's authorization may result in the equipment no longer complying with FCC requirements for Class A or Class B digital devices. In that event, your right to use the equipment may be limited by FCC regulations, and you may be required to correct any interference to radio or television communications at your own expense.**

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### Canada Class A Warning



**Warning**

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**This Class A digital apparatus complies with Canadian ICES-003.**

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**Attention**

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**Cet appareil de la classe A est conforme à la norme NMB-003 de Canada.**

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### CISPR 22 Class A Warning



**Warning**

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**This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.**

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## Japan VCCI Class A Warning



Warning

This is a Class A product based on the standard of the Voluntary Control Council for Interference by Information Technology Equipment (VCCI). If this equipment is used in a domestic environment, radio disturbance may arise. When such trouble occurs, the user may be required to take corrective actions.

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

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## Taiwan BSMI Class A Warning



Warning

This is a Class A Information Product, when used in residential environment, it may cause radio frequency interference, under such circumstances, the user may be requested to take appropriate countermeasures.

警告使用者：這是甲類資訊產品，在居住環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。

## Hungary Class A Warning



Warning

This equipment is a class A product and should be used and installed properly according to the Hungarian EMC Class A requirements (MSZ EN 55022). Class A equipment is derived for typical commercial establishments for which special conditions of installation and protection distance are used.

Figyelmezhető a felhasználói kézikönyv számára: Ez a berendezés "A" osztályú termék, felhasználására és üzembe helyezésére a magyar EMC "A" osztályú követelményeknek (MSZ EN 55022) megfelelően kerülhet sor, illetve ezen "A" osztályú berendezések csak megfelelő kereskedelmi forrásból származhatnak, amelyek biztosítják a megfelelő speciális üzembe helyezési körülményeket és biztonságos üzemelési távolságok alkalmazását.

# Safety Information

This section includes translations in multiple languages of the warnings that appear in the *Cisco IP/TV 3400 Series Server User Guide*. Before working on equipment, be aware of the hazards involved with electrical circuitry and standard safety practices to prevent accidents.

## Warning Definition



### Warning

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. To see translations of the warnings that appear in this publication, refer to the *Regulatory Compliance and Safety Information* document that accompanied this device.

### Waarschuwing

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 standaard maatregelen om ongelukken te voorkomen. Voor vertalingen van de waarschuwingen die in deze publicatie verschijnen, kunt u het document *Regulatory Compliance and Safety Information* (Informatie over naleving van veiligheids- en andere voorschriften) raadplegen dat bij dit toestel is ingesloten.

### Varoitus

Tämä varoitusmerkki merkitsee vaaraa. Olet tilanteessa, joka voi johtaa ruumiinvammaan. Ennen kuin työskentelet minkään laitteiston parissa, ota selvää sähkökytkentöihin liittyvistä varoista ja tavanomaisista onnettomuuksien ehkäisykeinoista. Tässä julkaisussa esiintyvien varoitusten käänökset löydät laitteen mukana olevasta *Regulatory Compliance and Safety Information* -kirjasesta (määräysten noudattaminen ja tietoa turvallisuudesta).

### Attention

Ce symbole d'avertissement indique un danger. Vous vous trouvez dans une situation pouvant causer des blessures ou des dommages corporels. Avant de travailler sur un équipement, soyez conscient des dangers posés par les circuits électriques et familiarisez-vous avec les procédures couramment utilisées pour éviter les accidents. Pour prendre connaissance des traductions d'avertissemens figurant dans cette publication, consultez le document *Regulatory Compliance and Safety Information* (Conformité aux règlements et consignes de sécurité) qui accompagne cet appareil.

### Warnung

Dieses Warnsymbol bedeutet Gefahr. Sie befinden sich in einer Situation, die zu einer Körperverletzung führen könnte. Bevor Sie mit der Arbeit an irgendeinem Gerät beginnen, seien Sie sich der mit elektrischen Stromkreisen verbundenen Gefahren und der Standardpraktiken zur Vermeidung von Unfällen bewußt. Übersetzungen der in dieser Veröffentlichung enthaltenen Warnhinweise finden Sie im Dokument *Regulatory Compliance and Safety Information* (Informationen zu behördlichen Vorschriften und Sicherheit), das zusammen mit diesem Gerät geliefert wurde.

Avvertenza	Questo simbolo di avvertenza indica un pericolo. La situazione potrebbe causare infortuni alle persone. Prima di lavorare su qualsiasi apparecchiatura, occorre conoscere i pericoli relativi ai circuiti elettrici ed essere al corrente delle pratiche standard per la prevenzione di incidenti. La traduzione delle avvertenze riportate in questa pubblicazione si trova nel documento <i>Regulatory Compliance and Safety Information</i> (Conformità alle norme e informazioni sulla sicurezza) che accompagna questo dispositivo.
Advarsel	Dette varseletsymbolet betyr fare. Du befinner deg i en situasjon som kan føre til personskade. Før du utfører arbeid på utstyr, må du vare oppmerksom på de faremomentene som elektriske kretser innebærer, samt gjøre deg kjent med vanlig praksis når det gjelder å unngå ulykker. Hvis du vil se oversettelser av de advarslene som finnes i denne publikasjonen, kan du se i dokumentet <i>Regulatory Compliance and Safety Information</i> (Overholdelse av forskrifter og sikkerhetsinformasjon) som ble levert med denne enheten.
Aviso	Este símbolo de aviso indica perigo. Encontra-se numa situação que lhe poderá causar danos físicos. Antes de começar a trabalhar com qualquer equipamento, familiarize-se com os perigos relacionados com circuitos eléctricos, e com quaisquer práticas comuns que possam prevenir possíveis acidentes. Para ver as traduções dos avisos que constam desta publicação, consulte o documento <i>Regulatory Compliance and Safety Information</i> (Informação de Segurança e Disposições Reguladoras) que acompanha este dispositivo.
¡Advertencia!	Este símbolo de aviso significa peligro. Existe riesgo para su integridad física. Antes de manipular cualquier equipo, considerar los riesgos que entraña la corriente eléctrica y familiarizarse con los procedimientos estándar de prevención de accidentes. Para ver una traducción de las advertencias que aparecen en esta publicación, consultar el documento titulado <i>Regulatory Compliance and Safety Information</i> (Información sobre seguridad y conformidad con las disposiciones reglamentarias) que se acompaña con este dispositivo.
Varning!	Denna varningssymbol 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 vanligt förfarande för att förebygga skador. Se förklaringar av de varningar som fökommer i denna publikation i dokumentet <i>Regulatory Compliance and Safety Information</i> (Efterättelse av föreskrifter och säkerhetsinformation), vilket medföljer denna anordning.

## Installation Warning I



- Warning** Read the installation instructions before you connect the system to its power source.
- Waarschuwing** Raadpleeg de installatie-aanwijzingen voordat u het systeem met de voeding verbindt.
- Varoitus** Lue asennusohjeet ennen järjestelmän yhdistämistä virtalähteeseen.

Attention	Avant de brancher le système sur la source d'alimentation, consulter les directives d'installation.
Warnung	Lesen Sie die Installationsanweisungen, bevor Sie das System an die Stromquelle anschließen.
Avvertenza	Consultare le istruzioni di installazione prima di collegare il sistema all'alimentatore.
Advarsel	Les installasjonsinstruksjonene før systemet kobles til strømkilden.
Aviso	Leia as instruções de instalação antes de ligar o sistema à sua fonte de energia.
¡Advertencia!	Ver las instrucciones de instalación antes de conectar el sistema a la red de alimentación.
Varning!	Läs installationsanvisningarna innan du kopplar systemet till dess strömförsljningsenhet.

## Installation Warning II



Warning	Only trained and qualified personnel should be allowed to install, replace, or service this equipment.
Waarschuwing	Deze apparatuur mag alleen worden geïnstalleerd, vervangen of hersteld door bevoegd geschoold personeel.
Varoitus	Tämän laitteen saa asentaa, vaihtaa tai huolata ainoastaan koulutettu ja laitteen tunteva henkilökunta.
Attention	Il est vivement recommandé de confier l'installation, le remplacement et la maintenance de ces équipements à des personnels qualifiés et expérimentés.
Warnung	Das Installieren, Ersetzen oder Bedienen dieser Ausrüstung sollte nur geschultem, qualifiziertem Personal gestattet werden.
Avvertenza	Questo apparato può essere installato, sostituito o mantenuto unicamente da un personale competente.
Advarsel	Bare opplært og kvalifisert personell skal foreta installasjoner, utskiftninger eller service på dette utstyret.
Aviso	Apenas pessoal treinado e qualificado deve ser autorizado a instalar, substituir ou fazer a revisão deste equipamento.
¡Advertencia!	Solamente el personal calificado debe instalar, reemplazar o utilizar este equipo.
Varning!	Endast utbildad och kvalificerad personal bör få tillåtelse att installera, byta ut eller reparera denna utrustning.

## Power Disconnection Warning



Warning	Before working on a system that has an on/off switch, turn OFF the power and unplug the power cord.
Waarschuwing	Voordat u aan een systeem werkt dat een aan/uit schakelaar heeft, dient u de stroomvoorziening UIT te schakelen en de stekker van het netsnoer uit het stopcontact te halen.
Varoitus	Ennen kuin teet mitään sellaiselle järjestelmälle, jossa on kaksiasentokytkin, katkaise siitä virta ja kytke virtajohto irti.
Attention	Avant de travailler sur un système équipé d'un commutateur marche-arrêt, mettre l'appareil à l'arrêt (OFF) et débrancher le cordon d'alimentation.
Warnung	Bevor Sie an einem System mit Ein/Aus-Schalter arbeiten, schalten Sie das System AUS und ziehen das Netzkabel aus der Steckdose.
Avvertenza	Prima di lavorare su un sistema dotato di un interruttore on/off, spegnere (OFF) il sistema e staccare il cavo dell'alimentazione.
Advarsel	Slå AV strømmen og trekk ut strømledningen før det utføres arbeid på et system som er utstyrt med en av/på-bryter.
Aviso	Antes de começar a trabalhar num sistema que tem um interruptor on/off, DESLIGUE a corrente eléctrica e retire o cabo de alimentação da tomada.
¡Advertencia!	Antes de utilizar cualquier sistema equipado con interruptor de Encendido/Apagado (ON/OFF), cortar la alimentación y desenchufar el cable de alimentación.
Varning!	Slå AV strömmen och dra ur nätsladden innan du utför arbete på ett system med strömbrytare.

## Product Disposal Warning



Warning	Ultimate disposal of this product should be handled according to all national laws and regulations.
Waarschuwing	Het uiteindelijke wegruimen van dit product dient te geschieden in overeenstemming met alle nationale wetten en reglementen.
Varoitus	Tämä tuote on hävitettävä kansallisten lakiens ja määräysten mukaisesti.
Attention	La mise au rebut ou le recyclage de ce produit sont généralement soumis à des lois et/ou directives de respect de l'environnement. Renseignez-vous auprès de l'organisme compétent.

Warnung	Die Entsorgung dieses Produkts sollte gemäß allen Bestimmungen und Gesetzen des Landes erfolgen.
Avvertenza	Lo smaltimento di questo prodotto deve essere eseguito secondo le leggi e regolazioni locali.
Advarsel	Endelig kassering av dette produktet skal være i henhold til alle relevante nasjonale lover og bestemmelser.
Aviso	Deitar fora este produto em conformidade com todas as leis e regulamentos nacionais.
¡Advertencia!	Al deshacerse por completo de este producto debe seguir todas las leyes y reglamentos nacionales.
Varng!	Vid deponering hanteras produkten enligt gällande lagar och bestämmelser.

## Circuit Breaker (15A) Warning



### Warning

This product relies on the building's installation for short-circuit (overcurrent) protection. Ensure that a fuse or circuit breaker no larger than 120 VAC, 15A U.S. (240 VAC, 10A international) is used on the phase conductors (all current-carrying conductors).

### Waarschuwing

Dit produkt is afhankelijk van de installatie van het gebouw voor kortsluit- (overstroom) beveiliging. Controleer of er een zekering of stroomverbreker van niet meer dan 120 Volt wisselstroom, 15 A voor de V.S. (240 Volt wisselstroom, 10 A internationaal) gebruikt wordt op de fasegeleiders (alle geleiders die stroom voeren).

### Varoitus

Tämä tuote on riippuvainen rakennukseen asennetusta oikosulkusuojauksesta (ylivirtasuojaus). Varmista, että vaihevirkajohdimissa (kaikissa virroitetuissa johtimissa) käytetään Yhdysvalloissa alle 120 voltin, 15 ampeerin ja monissa muissa maissa 240 voltin, 10 ampeerin sulaketta tai suojakytintä.

### Attention

Pour ce qui est de la protection contre les courts-circuits (surtension), ce produit dépend de l'installation électrique du local. Vérifier qu'un fusible ou qu'un disjoncteur de 120 V alt., 15 A U.S. maximum (240 V alt., 10 A international) est utilisé sur les conducteurs de phase (conducteurs de charge).

### Warnung

Dieses Produkt ist darauf angewiesen, daß im Gebäude ein Kurzschluß- bzw. Überstromschutz installiert ist. Stellen Sie sicher, daß eine Sicherung oder ein Unterbrecher von nicht mehr als 240 V Wechselstrom, 10 A (bzw. in den USA 120 V Wechselstrom, 15 A) an den Phasenleitern (allen stromführenden Leitern) verwendet wird.

### Avvertenza

Questo prodotto dipende dall'installazione dell'edificio per quanto riguarda la protezione contro cortocircuiti (sovrapotenziale). Verificare che un fusibile o interruttore automatico, non superiore a 120 VCA, 15 A U.S. (240 VCA, 10 A internazionale) sia stato usato nei fili di fase (tutti i conduttori portatori di corrente).

Advarsel	Dette produktet er avhengig av bygningens installasjoner av kortslutningsbeskyttelse (overstrøm). Kontroller at det brukes en sikring eller strømbryter som ikke er større enn 120 VAC, 15 A (USA) (240 VAC, 10 A internasjonalt) på faselederne (alle strømførende ledere).
Aviso	Este produto depende das instalações existentes para proteção contra curto-circuito (sobrecarga). Assegure-se de que um fusível ou disjuntor não superior a 240 VAC, 10A é utilizado nos condutores de fase (todos os condutores de transporte de corrente).
¡Advertencia!	Este equipo utiliza el sistema de protección contra cortocircuitos (o sobrecorrientes) del propio edificio. Asegurarse de que se utiliza un fusible o interruptor automático de no más de 240 voltios en corriente alterna (VAC), 10 amperios del estándar internacional (120 VAC, 15 amperios del estándar USA) en los hilos de fase (todos aquéllos portadores de corriente).
Varning!	Denna produkt är beroende av i byggnaden installerat kortslutningsskydd (överströmsskydd). Kontrollera att säkring eller överspänningsskydd används på fasledarna (samtliga strömförande ledare) för internationellt bruk max. 240 V växelström, 10 A (i USA max. 120 V växelström, 15 A).

## Ground Conductor Warning



### Warning

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.

### Waarschuwing

De aardingsleiding mag nooit buiten werking gesteld worden en de apparatuur mag nooit bediend worden zonder dat er een op de juiste wijze geïnstalleerde aardingsleiding aanwezig is. Neem contact op met de bevoegde instantie voor elektrische inspecties of met een elektricien als u er niet zeker van bent dat er voor passende aarding gezorgd is.

### Varoitus

Älä koskaan ohita maajohdinta tai käytä laitteita ilman oikein asennettua maajohdinta. Ota yhteyttä asianmukaiseen sähkötarkastusviranomaiseen tai sähköasentajaan, jos olet epävarma maadoituksen sopivuudesta.

### Attention

Ne jamais rendre inopérant le conducteur de masse ni utiliser l'équipement sans un conducteur de masse adéquatement installé. En cas de doute sur la mise à la masse appropriée disponible, s'adresser à l'organisme responsable de la sécurité électrique ou à un électricien.

### Warnung

Auf keinen Fall den Erdungsleiter unwirksam machen oder das Gerät ohne einen sachgerecht installierten Erdungsleiter verwenden. Wenn Sie sich nicht sicher sind, ob eine sachgerechte Erdung vorhanden ist, wenden Sie sich an den zuständigen elektrischen Fachmann oder einen Elektriker.

### Avvertenza

Non escludere mai il conduttore di protezione né usare l'apparecchiatura in assenza di un conduttore di protezione installato in modo corretto. Se non si sa con certezza che è disponibile un collegamento di messa a terra adeguato, esaminare le Norme CEI pertinenti o rivolgersi a un elettricista qualificato.

Advarsel	Omgå aldri jordingslederen og bruk aldri utstyret uten riktig montert jordingsleder. Ta kontakt med det riktige organet for elektrisk inspeksjon eller en elektriker hvis du er usikker på om det finnes velegnet jording.
Aviso	Nunca anule o condutor à terra nem opere o equipamento sem ter um condutor à terra adequadamente instalado. Em caso de dúvida em relação ao sistema de ligação à terra, contacte os serviços locais de inspecção eléctrica ou um electricista qualificado.
¡Advertencia!	No inhabilitar nunca el conductor de tierra ni hacer funcionar el equipo si no existe un conductor de tierra instalado correctamente. Póngase en contacto con una autoridad apropiada de inspección eléctrica o con un electricista competente si no está seguro de que hay una conexión a tierra adecuada.
Varning!	Koppla aldrig från jordledningen och använd aldrig utrustningen utan en på lämpligt sätt installerad jordledning. Om det föreligger osäkerhet huruvida lämplig jordning finns skall elektrisk besiktningsauktoritet eller elektriker kontaktas.

## Battery Handling Warning



Warning	There is the danger of explosion if the battery is replaced incorrectly. Replace the battery only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.
Waarschuwing	Er is ontploffingsgevaar als de batterij verkeerd vervangen wordt. Vervang de batterij slechts met hetzelfde of een equivalent type dat door de fabrikant aanbevolen is. Gebruikte batterijen dienen overeenkomstig fabrieksvoorschriften weggeworpen te worden.
Varoitus	Räjähdyksen vaara, jos akku on vaihdettu väärään akkuihin. Käytä vaihtamiseen ainoastaan saman- tai vastaavantyyppistä akkua, joka on valmistajan suosittelema. Hävitä käytetyt akut valmistajan ohjeiden mukaan.
Attention	Danger d'explosion si la pile n'est pas remplacée correctement. Ne la remplacer que par une pile de type semblable ou équivalent, recommandée par le fabricant. Jeter les piles usagées conformément aux instructions du fabricant.
Warnung	Bei Einsetzen einer falschen Batterie besteht Explosionsgefahr. Ersetzen Sie die Batterie nur durch den gleichen oder vom Hersteller empfohlenen Batterietyp. Entsorgen Sie die benutzten Batterien nach den Anweisungen des Herstellers.
Avvertenza	Pericolo di esplosione se la batteria non è installata correttamente. Sostituire solo con una di tipo uguale o equivalente, consigliata dal produttore. Eliminare le batterie usate secondo le istruzioni del produttore.
Advarsel	Det kan være fare for eksplosjon hvis batteriet skiftes på feil måte. Skift kun med samme eller tilsvarende type som er anbefalt av produsenten. Kasser brukte batterier i henhold til produsentens instruksjoner.

Aviso	Existe perigo de explosão se a bateria for substituída incorrectamente. Substitua a bateria por uma bateria igual ou de um tipo equivalente recomendado pelo fabricante. Destrua as baterias usadas conforme as instruções do fabricante.
¡Advertencia!	Existe peligro de explosión si la batería se reemplaza de manera incorrecta. Reemplazar la batería exclusivamente con el mismo tipo o el equivalente recomendado por el fabricante. Desechar las baterías gastadas según las instrucciones del fabricante.
Varning!	Explosionsfara vid felaktigt batteribyte. Ersätt endast batteriet med samma batterityp som rekommenderas av tillverkaren eller motsvarande. Följ tillverkarens anvisningar vid kassering av använda batterier.

## SELV Circuit Warning



### Warning

To avoid electric shock, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables.

### Waarschuwing

Om elektrische schokken te vermijden, mogen veiligheidscircuits met extra lage spanning (genaamd SELV = Safety Extra-Low Voltage) niet met telefoonnetwerkspanning (TNV) circuits verbonden worden. LAN (Lokaal netwerk) poorten bevatten SELV circuits en WAN (Regionaal netwerk) poorten bevatten TNV circuits. Sommige LAN en WAN poorten gebruiken allebei RJ-45 connectors. Ga voorzichtig te werk wanneer u kabels verbindt.

### Varoitus

Jotta välttyt sähköiskulta, älä kytke pienjännitteisiä SELV-suojapiirejä puhelinverkkojännitettä (TNV) käyttäviin virtapiireihin. LAN-portit sisältävät SELV-piirejä ja WAN-portit puhelinverkkojännitettä käyttäviä piirejä. Osa sekä LAN- että WAN-porteista käyttää RJ-45-liittimiä. Ole varovainen kytkiessäsi kaapeleita.

### Attention

Pour éviter une électrocution, ne raccordez pas les circuits de sécurité basse tension (Safety Extra-Low Voltage ou SELV) à des circuits de tension de réseau téléphonique (Telephone Network Voltage ou TNV). Les ports du réseau local (LAN) contiennent des circuits SELV et les ports du réseau longue distance (WAN) sont munis de circuits TNV. Certains ports LAN et WAN utilisent des connecteurs RJ-45. Raccordez les câbles en prenant toutes les précautions nécessaires.

### Warnung

Zur Vermeidung von Elektroschock die Sicherheits-Kleinspannungs-Stromkreise (SELV-Kreise) nicht an Fernsprechnetzspannungs-Stromkreise (TNV-Kreise) anschließen. LAN-Ports enthalten SELV-Kreise, und WAN-Ports enthalten TNV-Kreise. Einige LAN- und WAN-Ports verwenden auch RJ-45-Steckverbinder. Vorsicht beim Anschließen von Kabeln.

### Avvertenza

Per evitare scosse elettriche, non collegare circuiti di sicurezza a tensione molto bassa (SELV) ai circuiti a tensione di rete telefonica (TNV). Le porte LAN contengono circuiti SELV e le porte WAN contengono circuiti TNV. Alcune porte LAN e WAN fanno uso di connettori RJ-45. Fare attenzione quando si collegano cavi.

Advarsel	Unngå å koble lavspenningskretser (SELV) til kretser for telenettspenning (TNV), slik at du unngår elektrisk støt. LAN-utganger inneholder SELV-kretser og WAN-utganger inneholder TNV-kretser. Det finnes både LAN-utganger og WAN-utganger som bruker RJ-45-kontakter. Vær forsiktig når du kobler kabler.
Aviso	Para evitar choques eléctricos, não conecte os circuitos de segurança de baixa tensão (SELV) aos circuitos de tensão de rede telefónica (TNV). As portas LAN contêm circuitos SELV e as portas WAN contêm circuitos TNV. Algumas portas LAN e WAN usam conectores RJ-45. Tenha o devido cuidado ao conectar os cabos.
¡Advertencia!	Para evitar la sacudida eléctrica, no conectar circuitos de seguridad de voltaje muy bajo (safety extra-low voltage = SELV) con circuitos de voltaje de red telefónica (telephone network voltage = TNV). Los puertos de redes de área local (local area network = LAN) contienen circuitos SELV, y los puertos de redes de área extendida (wide area network = WAN) contienen circuitos TNV. En algunos casos, tanto los puertos LAN como los WAN usan conectores RJ-45. Proceda con precaución al conectar los cables.
Varng!	För att undvika elektriska stötar, koppla inte säkerhetsskretsar med extra låg spänning (SELV-kretsar) till kretsar med telefonnätspänning (TNV-kretsar). LAN-portar innehåller SELV-kretsar och WAN-portar innehåller TNV-kretsar. Vissa LAN- och WAN-portar är försedda med RJ-45-kontakter. Iaktta försiktighet vid anslutning av kablar.

## Invisible Laser Radiation Warning (other versions available)

 Warning	Because invisible laser radiation may be emitted from the aperture of the port when no cable is connected, avoid exposure to laser radiation and do not stare into open apertures.
Waarschuwing	Omdat er onzichtbare laserstraling uit de opening van de poort geëmitteerd kan worden wanneer er geen kabel aangesloten is, dient men om blootstelling aan laserstraling te vermijden niet in de open openingen te kijken.
Varoitus	Kun porttiin ei ole kytketty kaapelia, portin aukosta voi vuotaa näkymätöntä lasersäteilyä. Älä katso avoimiin aukkoihin, jotta et altistu säteilylle.
Attention	Etant donné qu'un rayonnement laser invisible peut être émis par l'ouverture du port quand aucun câble n'est connecté, ne pas regarder dans les ouvertures béantes afin d'éviter tout risque d'exposition au rayonnement laser.
Warnung	Aus der Öffnung des Ports kann unsichtbare Laserstrahlung austreten, wenn kein Kabel angeschlossen ist. Kontakt mit Laserstrahlung vermeiden und nicht in offene Öffnungen blicken.
Avvertenza	Poiché quando nessun cavo è collegato alla porta, da quest'ultima potrebbe essere emessa radiazione laser invisibile, evitare l'esposizione a tale radiazione e non fissare con gli occhi porte a cui non siano collegati cavi.

Advarsel	Usynlige laserstråler kan sendes ut fra åpningen på utgangen når ingen kabel er tilkoblet. Unngå utsettelse for laserstråling og se ikke inn i åpninger som ikke er tildekket.
Aviso	Evite uma exposição à radiação laser e não olhe através de aberturas expostas, porque poderá ocorrer emissão de radiação laser invisível a partir da abertura da porta, quando não estiver qualquer cabo conectado.
¡Advertencia!	Cuando no esté conectado ningún cable, pueden emitirse radiaciones láser invisibles por el orificio del puerto. Evitar la exposición a radiaciones láser y no mirar fijamente los orificios abiertos.
Varning!	Osynliga laserstrålar kan sändas ut från öppningen i porten när ingen kabel är ansluten. Undvik exponering för laserstrålning och titta inte in i ej täckta öppningar.

## 48 VDC Power System



Warning	The customer 48 volt power system must provide reinforced insulation between the primary AC power and the 48 VDC output.
Waarschuwing	Het 48 volt stroomsysteem van de klant dient versterkte isolatie tussen de primaire wisselstroom en de 48 VDC-uitgang te verschaffen.
Varoitus	Asiakkaan 48 voltin virtajärjestelmän on tarjottava vahvistettu eriste ensisijaisen vaihtovirtalähteestä ja 48 voltin tasavirtalaitaan välille.
Attention	Le bloc d'alimentation 48 volts du client doit assurer une isolation renforcée entre l'alimentation CA principale et la sortie 48 V CC.
Warnung	Das 48-Volt-Stromsystem des Kunden muß eine verstärkte Isolierung zwischen dem primären Wechselstrom und dem 48 VDC-Output aufweisen.
Avvertenza	Il sistema elettrico di 48 volt del cliente deve avere un isolamento fra l'alimentatore elettrico AC e il VDC 48 di output.
Advarsel	Kundens eget 48 volts strømoppligg må ha forsterket isolasjon mellom den primære vekselstrømskilden og den 48 volts likestrømsutgangen.
Aviso	O sistema habitual de corrente de 48 volts deverá fornecer isolamento reforçado entre a corrente alternada (AC) principal e a saída de 48 VDC (tensão em corrente contínua).
¡Advertencia!	Aviso: El sistema del cliente de 48 voltios debe proporcionar aislamiento reforzado entre la energía principal AC y la potencia de salida de 48 VDC.
Varning!	Kundens 48-volt strömsystem måste vara försedd med förstärkt isolering mellan den primära växelströmmen och utmatningen av 48 V likström.

## Chassis Power Connection


**Warning**

**Before connecting or disconnecting ground or power wires to the chassis, ensure that power is removed from the DC circuit. To ensure that all power is OFF, locate the circuit breaker on the panel board that services the DC circuit, switch the circuit breaker to the OFF position, and tape the switch handle of the circuit breaker in the OFF position.**

**Waarschuwing**

**Voordat u aarddraden of elektriciteitsdraden op het frame aansluit of van het frame neemt, dient u te controleren of de stroom naar het gelijkstroomcircuit uitgeschakeld is. Om u ervan te verzekeren dat alle stroom UIT is geschakeld, kiest u op het schakelbord de stroomverbreker die het gelijkstroomcircuit bedient, draait de stroomverbreker naar de UIT positie en plakt de schakelaarhendel van de stroomverbreker met plakband in de UIT positie vast.**

**Varoitus**

**Varmista, että tasavirtapiirissä ei ole virtaa ennen maadoitus- tai virtajohtojen kytkemistä asennuspohjaan tai ennen niiden irrottamista. Varmistaaksesi, että virta on KATKAISTU täysin, paikanna tasavirrasta huolehtivassa kojetaulussa sijaitseva suojakytkin, käänä suojakytkin KATKAISTU-asentoon ja teippaa suojakytimen varsi niin, että se pysyy KATKAISTU-asennossa.**

**Attention**

**Avant de connecter ou de déconnecter les câbles d'alimentation (pôles et terre) du châssis, vérifiez que le circuit de courant continu est hors tension : localisez le disjoncteur sur le panneau de commande du circuit de courant continu, poussez-le sur la position fermée (OFF) et, à l'aide d'un ruban adhésif, bloquez sa poignée sur cette position.**

**Warnung**

**Gleichstrom-Unterbrechung Bevor Sie Erdungs- oder Stromkabel an das Chassis anschließen oder von ihm abtrennen, ist sicherzustellen, daß der Gleichstrom-Stromkreis unterbrochen ist. Um sicherzustellen, daß sämtlicher Strom AUS ist, machen Sie auf der Schalttafel den Unterbrecher für die Gleichstromschaltung ausfindig, stellen Sie den Unterbrecher auf OFF, und kleben Sie den Schaltergriff des Unterbrechers mit Klebeband in der AUS-Stellung fest.**

**Avvertenza**

**Prima di collegare o distaccare i cavi elettrici o di messa a terra dallo chassis, assicuratevi che il circuito DC non sia alimentato. Per verificare che tutta l'alimentazione sia scollegata (OFF), individuare l'interruttore automatico sul quadro strumenti che alimenta il circuito CC, mettere l'interruttore in posizione OFF e fissarlo con nastro adesivo in tale posizione.**

**Advarsel**

**Før til- eller frakobling av jord- og strømledninger til kabinetet, kontroller at strømmen er frakoblet likestrømkretsen. Sørg for at all strøm er slått AV. Dette gjøres ved å lokalisere strømbryteren på brytertavlen som betjener likestrømkretsen, slå strømbryteren AV og teipe bryterhåndtaket på strømbryteren i AV-stilling.**

**Aviso**

**Antes de conectar ou desconectar a ligação à terra ou a alimentação do chassis, certifique-se de que desligou a fonte de alimentação de energia do circuito de corrente contínua. Para se assegurar que toda a corrente foi DESLIGADA, localize o disjuntor no painel que serve o circuito de corrente contínua e coloque-o na posição OFF (Desligado), segurando nessa posição a manivela do interruptor do disjuntor com fita isoladora.**

- ¡Advertencia!** Antes de conectar o desconectar el circuito de tierra o de alimentación del chasis, asegúrese que la alimentación del circuito CC esté cortada (OFF). Para asegurarse de que toda la alimentación esté cortada (OFF), localice el interruptor automático en el panel que alimenta el circuito de corriente continua, cambie el interruptor automático a la posición de apagado (OFF) y sujetelo con cinta la palanca del interruptor automático en posición de apagado (OFF).
- Varning!** Innan du kopplar jord- eller elledningar till eller från chassit måste du kontrollera att strömförsörjningen till likströmskretsen är bruten. Kontrollera att all strömförsörjning är BRUTEN genom att slå AV det överspänningsskyddet som skyddar likströmskretsen och tejp fast överspänningsskyddets omkopplare i FRÅN-läget.

## Restricted Area Warning

Invisible laser radiation when this component is opened and the preregulation is disabled. Do not look into the laser beam.



- Warning** This unit is intended for installation in restricted access areas. A restricted access area is where access can only be gained by service personnel through the use of a special tool, lock and key, or other means of security, and is controlled by the authority responsible for the location.
- Waarschuwing** Dit toestel is bedoeld voor installatie op plaatsen met beperkte toegang. Een plaats met beperkte toegang is een plaats waar toegang slechts door servicepersoneel verkregen kan worden door middel van een speciaal instrument, een slot en sleutel, of een ander veiligheidsmiddel, en welke beheerd wordt door de overheidsinstantie die verantwoordelijk is voor de locatie.
- Varoitus** Tämä laite on tarkoitettu asennettavaksi paikkaan, johon pääsy on rajoitettua. Paikka, johon pääsy on rajoitettua, tarkoittaa paikkaa, johon vain huoltohenkilöstö pääsee jonkin erikoistyökalun, lukkoon sopivan avaimen tai jonkin muun turvalaitteen avulla ja joka on paikasta vastuussa olevien toimivaltaisten henkilöiden valvoma.
- Attention** Cet appareil est à installer dans des zones d'accès réservé. Ces dernières sont des zones auxquelles seul le personnel de service peut accéder en utilisant un outil spécial, un mécanisme de verrouillage et une clé, ou tout autre moyen de sécurité. L'accès aux zones de sécurité est sous le contrôle de l'autorité responsable de l'emplacement.
- Warnung** Diese Einheit ist zur Installation in Bereichen mit beschränktem Zutritt vorgesehen. Ein Bereich mit beschränktem Zutritt ist ein Bereich, zu dem nur Wartungspersonal mit einem Spezialwerkzeugs, Schloß und Schlüssel oder anderer Sicherheitsvorkehrungen Zugang hat, und der von dem für die Anlage zuständigen Gremium kontrolliert wird.

Avvertenza	<b>Questa unità deve essere installata in un'area ad accesso limitato. Un'area ad accesso limitato è un'area accessibile solo a personale di assistenza tramite un'attrezzo speciale, lucchetto, o altri dispositivi di sicurezza, ed è controllata dall'autorità responsabile della zona.</b>
Advarsel	<b>Denne enheten er laget for installasjon i områder med begrenset adgang. Et område med begrenset adgang gir kun adgang til servicepersonale som bruker et spesielt verktøy, lås og nøkkel, eller en annen sikkerhetsanordning, og det kontrolleres av den autoriteten som er ansvarlig for området.</b>
Aviso	<b>Esta unidade foi concebida para instalação em áreas de acesso restrito. Uma área de acesso restrito é uma área à qual apenas tem acesso o pessoal de serviço autorizado, que possua uma ferramenta, chave e fechadura especial, ou qualquer outra forma de segurança. Esta área é controlada pela autoridade responsável pelo local.</b>
¡Advertencia!	<b>Esta unidad ha sido diseñada para instalarse en áreas de acceso restringido. Área de acceso restringido significa un área a la que solamente tiene acceso el personal de servicio mediante la utilización de una herramienta especial, cerradura con llave, o algún otro medio de seguridad, y que está bajo el control de la autoridad responsable del local.</b>
Varning!	<b>Denna enhet är avsedd för installation i områden med begränsat tillträde. Ett område med begränsat tillträde får endast tillträdas av servicepersonal med ett speciellt verktyg, lås och nyckel, eller annan säkerhetsanordning, och kontrolleras av den auktoritet som ansvarar för området.</b>

## Lightning Activity Warning



Warning	<b>Do not work on the system or connect or disconnect cables during periods of lightning activity.</b>
Waarschuwing	<b>Tijdens onweer dat gepaard gaat met bliksem, dient u niet aan het systeem te werken of kabels aan te sluiten of te ontkoppelen.</b>
Varoitus	<b>Älä työskentele järjestelmän parissa äläkä yhdistä tai irrota kaapeleita ukkosilmalla.</b>
Attention	<b>Ne pas travailler sur le système ni brancher ou débrancher les câbles pendant un orage.</b>
Warnung	<b>Arbeiten Sie nicht am System und schließen Sie keine Kabel an bzw. trennen Sie keine ab, wenn es gewittert.</b>
Avvertenza	<b>Non lavorare sul sistema o collegare oppure scollegare i cavi durante un temporale con fulmini.</b>
Advarsel	<b>Utfør aldri arbeid på systemet, eller koble kabler til eller fra systemet når det tordner eller lyner.</b>

Aviso	Não trabalhe no sistema ou ligue e desligue cabos durante períodos de mau tempo (trovoada).
¡Advertencia!	No operar el sistema ni conectar o desconectar cables durante el transcurso de descargas eléctricas en la atmósfera.
Varning!	Vid åska skall du aldrig utföra arbete på systemet eller ansluta eller koppla loss kablar.

## Service Personnel Warning


**Warning**

This equipment is to be installed and maintained by service personnel only as defined by AS/NZS 3260 Clause 1.2.14.3 Service Personnel.

**Waarschuwing**

Deze apparatuur mag slechts geïnstalleerd en onderhouden worden door servicepersoneel conform de definitie van AS/NZS 3260 Clausule 1.2.14.3 Service Personnel.

**Varoitus**

Tämän laitteen saa asentaa tai huoltaa ainoastaan Australiassa ja Uudessa Seelannissa sovellettavan AS/NZS 3260 -standardin kohdan 1.2.14.3 Service Personnel määrittelemä huoltohenkilöstö.

**Attention**

Cet équipement ne doit être installé et entretenu que par du personnel d'entretien comme défini par la réglementation AS/NZS 3260 Clause 1.2.14.3 Service Personnel.

**Warnung**

Dieses Gerät darf nur von Wartungspersonal gemäß AS/NZS-Definition 3260, Paragraph 1.2.14.3, "Service Personnel", installiert und gewartet werden.

**Avvertenza**

Questo apparecchio deve essere installato e mantenuto in efficienza esclusivamente da personale tecnico che soddisfi i requisiti specificati nella sezione 1.2.14.3 sul 'Service Personnel' contenuta nelle norme AS/NZS 3260.

**Advarsel**

Installasjon og vedlikehold av dette utstyret skal kun foretas av vedlikeholdspersonell som definert i AS/NZS 3260, klausul 1.2.14.3 Service Personnel.

**Aviso**

Este equipamento deverá ser instalado e reparado apenas por pessoal de manutenção qualificado, conforme estipulado em AS/NZS 3260 Cláusula 1.2.14.3 Service Personnel.

**¡Advertencia!**

Este equipo se debe instalar y mantener solamente por personal de servicio, según definido por AS/NZS 3260 Cláusula 1.2.14.3 Service Personnel.

**Varning!**

Installation och underhåll av denna utrustning får endast utföras av servicepersonal enligt definition i AS/NZS 3260 klausul 1.2.14.3 Service Personnel.

# 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, use the response card behind the front cover of your document, or write to the following address:

Attn Document Resource Connection  
Cisco Systems, Inc.  
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 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.

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This document is to be used in conjunction with the *Cisco IP/TV 3400 Series Servers User Guide* publication.

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