

# Cisco Information Packet

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If the equipment causes interference to radio or television reception, which can be determined by turning the equipment off and on, users are encouraged to try to correct the interference by using one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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If your hardware fails during the warranty period, contact the network supplier from whom you purchased your product. For more information, see the “Assistance” section.

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If you have a Cisco SMARTnet service program or other maintenance agreement, request service under your agreement. You can purchase maintenance contracts from your local network supplier or from Cisco directly.

## Assistance

If you have a maintenance agreement, request service under your agreement. Depending on your service agreement, different assistance options are available.

## Where to Begin for Warranty Support

If you need assistance, follow these steps:

1. Consult your product warranty documentation to determine your warranty period, and record the information listed here. For your convenience, record the information here as well. Keep this information readily available.

I purchased my product from:	
The company phone number is:	
Product model and serial number are:	
Maintenance contract number is:	

2. Consult the Cisco Information Packet (this document) for detailed warranty information.

3. Contact the network supplier from whom you purchased your hardware; the supplier will have the most up-to-date information and will know where to begin the warranty process.

**Note**

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*Stop here* unless you have the Cisco Technical Assistance Center (TAC) option available. This option is not included in warranty and all service packages, and you could incur an additional cost.

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4. Call the Cisco TAC line if you have contracted for this service. TAC support is not available as part of warranty alone.

## Important Information

When you call your network supplier or Cisco, have this information ready:

- Information recorded in Step 1.
- Version level of the software and firmware
- Detailed description of the problem
- Diagnostic error messages
- Details about recent configuration changes or changes to your network

There could be additional charges for using these services. If you are unable to contact your network supplier, contact Cisco TAC by calling 800 553-2447.

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

[www.cisco.com/go/DirTAC](http://www.cisco.com/go/DirTAC)

## Return Material Authorizations

If your unit fails and you are asked to return it under the terms of your warranty, follow these steps:

1. Return the unit to your network supplier.
2. If you cannot locate your network supplier, you may return the unit to Cisco.

All material returned to Cisco must be accompanied by a Return Material Authorization (RMA) number. This number is necessary so that the factory can ensure proper tracking and handling of returned material. If you do not have an RMA number, Cisco reserves the right to refuse receipt of returned units. To obtain an RMA number, call 800 553-NETS (6387). Your unit will be replaced according to the applicable warranty guidelines.

## Cisco Lifecycle Services

Cisco Services are delivered using a lifecycle approach that focuses on customer business drivers to help you meet your business goals.

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle.

- **Prepare**—Make sound financial decisions by developing a business case that establishes the financial justification for making a technology change.
- **Plan**—Assess the existing environment to determine whether it can support the proposed system sufficiently and securely.
- **Design**—Design a solution that meets business and technical requirements.
- **Implement**—Integrate the new solution without disrupting the network or creating points of vulnerability.
- **Operate**—Maintain network health through day-to-day operations.
- **Optimize**—Achieve operational excellence by adapting the architecture, operation, and performance of the network to ever-changing business requirements and positioning it to reenter the prepare phase of its lifecycle.

For more information on Cisco Lifecycle Services visit this URL:

[www.cisco.com/en/US/products/svcs/services\\_area\\_root.html](http://www.cisco.com/en/US/products/svcs/services_area_root.html)

## **Cisco Lifecycle Services: Operate Phase**

Cisco Technical Services focus on the Operate phase of the network lifecycle. These services maintain and proactively manage device health to keep your business running in real time. When you purchase Cisco Technical Services you'll receive award-winning network support from the industry's leading technical experts who will help you keep your system and applications up-to-date. Cisco Technical Services enable you to:

- Increase network uptime, operational efficiency and reliability
- Maintain business continuity
- Gain critical insight into network performance
- Extend the value of your network investments
- Lower operational costs
- Strengthen IT security

## **Device/Application-Specific Operate Services**

### **Cisco SMARTnet and SMARTnet Onsite**

Crucial to maintaining the best possible network performance, these services provide registered access to Cisco.com for online technical assistance, access to the Cisco Technical Assistance Center (TAC), Cisco OS software updates and upgrades, and advance replacement of failed hardware.

## **Cisco Service Provider Base and Service Provider Base Onsite**

Tailored for the service provider (SP) production network, this service provides registered access to Cisco.com for online technical assistance, access to TAC, Cisco OS software updates and upgrades, and advance replacement of failed hardware.

## **Cisco Small and Medium-Sized Business Support Assistant**

Specifically designed for the small and medium-sized business (SMB), this service provides simplified, cost-effective network support to help SMB customers ensure operational reliability and protect technology investments on select SMB products.

## **Cisco Software Application Support Services**

Software Application Support (SAS) and Software Application Support plus Upgrades (SASU) strengthen application availability, functionality, and reliability with around-the-clock access to technical support and software updates, and with SASU, to major upgrades.

# **Technology-Specific Operate Services**

## **Unified Communications**

### **Cisco Unified Communications Essential and Select Operate Services**

Provides standard technical support services as well as access to specialized engineers who provide assistance with all Cisco hardware components and Cisco Unified Communications application software.

### **Cisco Services for Integrated Services Routers**

Service bundles combine hardware and software application support for the Cisco 2800 and Cisco 3800 series Integrated Services Routers (ISRs) with voice applications.

## **Security**

### **Cisco Security IntelliShield Alert Manager Service**

A customizable, web-based threat and vulnerability alert service allows organizations to easily access timely, accurate, and credible information about potential vulnerabilities in their environment.



## **Cisco Services for Intrusion Prevention System**

For Intrusion Prevention System (IPS) appliances, switch modules, and router modules, Cisco IPS helps prevent business-crippling attacks and reduces attack damage by combining IPS signature file updates and alerts with SMARTnet deliverables.

## **Cisco Security Remote Management Services**

Cost-effectively manage security across your entire network with comprehensive remote monitoring of network devices to proactively identify and analyze security incidents, provide recommendations, and remediate events 24 hours a day, 7 days a week.

## **Foundation**

### **Cisco Foundation Technology Remote Management Service**

Remote network management by an experienced team of Cisco Remote Operations Services engineers provides a cost-effective approach for day-to-day management of your converged infrastructure with proactive monitoring, problem isolation and resolution, and repair oversight, allowing your IT staff to focus on strategic activities.

# **TelePresence**

## **Cisco TelePresence Essential Operate Services**

System-level, ongoing technical support and service provides a seamless experience across the entire TelePresence-Unified Communications systems to maintain the high performance of Cisco TelePresence solutions.

## **Network-Level Operate Services**

### **Cisco Focused Technical Support**

This premium service provides high-touch, premium, personalized technical support to expedite issue resolution and increase network reliability.

For more information on Operate Services, visit the following URL:

[www.cisco.com/en/US/products/svcs/ps3034/serv\\_category\\_home.html](http://www.cisco.com/en/US/products/svcs/ps3034/serv_category_home.html)

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly What's New in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:

[www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html](http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html)

## Warranty Information for Cisco Small Business Products

Cisco warrants every Cisco® Small Business (including formerly Linksys® Business) product to be free from defects in material and workmanship under normal use for the warranty period that applies to the particular Cisco Small Business product you have purchased. To find the length of the warranty and other specific warranty details, including the scope of the Cisco Small Business warranty and limitations on Cisco's liability to you, refer to the “Warranty Information” section of your product's technical documentation.

Cisco warranty information can also be accessed at [www.cisco.com/go/warranty](http://www.cisco.com/go/warranty) (see the Warranty Finder at [www.cisco-servicefinder.com/warrantyfinder.aspx](http://www.cisco-servicefinder.com/warrantyfinder.aspx) to locate the warranty for your specific product).

## Cisco Small Business Support Center

Technical support by telephone for Cisco Small Business products is available via the Cisco Small Business Support Center. To see the Cisco Small Business Support Center hours of operation and contact information, visit

[www.cisco.com/en/US/support/tsd\\_cisco\\_small\\_business\\_support\\_center\\_contacts.html](http://www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html).

## Services for Cisco Small Business Products

The Cisco Small Business Support Service provides three years affordable peace of mind coverage, to help protect your investment and derive maximum value from Cisco Small Business products. The subscription-based service offers software updates, access to the Cisco Small Business Support Center, online chat support, and expedited hardware replacement.

The Cisco Small Business Partner Rapid Response Service is designed for organizations that need maximum network uptime to support critical business processes. Delivered by your trusted partner, backed by Cisco, it provides three year, subscription-based coverage for extended peace of mind coverage, supported by four-hour advance hardware replacement where available. For more information on Cisco Small Business Support Service and Cisco Small Business Partner Response Service, visit

[www.cisco.com/cisco/web/solutions/small\\_business/services/index.html](http://www.cisco.com/cisco/web/solutions/small_business/services/index.html).

## **Additional Support Resources Available for Cisco Small Business Products**

The Cisco Small Business Support Community is a collaborative space for partners, customers, and Cisco to share their knowledge and expertise on small business networking and communications. You can find answers to many technical and support questions in the Cisco Small Business Support Community. If you have a new issue, you can get input from your online colleagues around the world. Visit [www.cisco.com/go/smallbizsupport](http://www.cisco.com/go/smallbizsupport).

Subscribe to the What's New in Cisco Product Documentation as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

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