



Preface

This preface discusses how this guide is organized, explains how to use the guide, describes how to get the latest version of the guide, the conventions used in the guide, related documentation, and how to obtain documentation and technical assistance.

Objective

Whether you are a corporate end user or a competitive Internet service provider (ISP), you have purchased a Cisco AS5350 or Cisco AS5400 universal gateway to provide dial-up services that facilitate accessibility for remote or roaming personnel, or Internet admission to consumers for e-mail, e-commerce, and web browsing. This guide assists you in configuring basic features to get you started.

Organization and Use

This software configuration guide is organized into the following chapters and appendixes:

Table 1 *Document Organization*

Chapter	Title	Description
Chapter 1	Understanding Basic Hardware Architecture and Cisco IOS Software	Briefly overviews the Cisco AS5350 and Cisco AS5400 universal gateway architecture, and describes how to upgrade Cisco IOS software.
Chapter 2	Verifying Basic Setup	Describes how to analyze your system, execute basic tasks, and configure your system to commission the universal gateway using the CLI.
Chapter 3	Basic Configuration Using the Command-Line Interface	Describes how to configure additional basic system features.
Chapter 4	Continuing Configuration Using the Command-Line Interface	Describes how to use the Cisco IOS software command-line interface (CLI) to commission your gateway.
Chapter 5	Managing and Troubleshooting the Universal Port Card	Describes how to manage your universal port modules using the CLI.

Table 1 Document Organization (continued)

Chapter	Title	Description
Chapter 6	Configuring Voice over IP	Provides a brief overview of the VoIP call process and explains how to configure VoIP on your gateway.
Appendix A	Using the Setup Script	Describes how to power on the gateway and configure it using the prompt-driven setup script.
Appendix B	ROM Monitor	Describes how to use the to isolate or rule out hardware problems encountered when installing your gateway.
Appendix C	Comprehensive Configuration Examples	Provides basic and advanced configuration examples for reference.

The following details where you can find your basic and advanced configuration information:

- Chapter 1—Get familiar with your Cisco AS5350 or Cisco AS5400, learn how to use the command-line interface (CLI), and upgrade your Cisco IOS software, if necessary.
- Chapter 2—Analyze your system, execute basic tasks and system configuration.
- Chapters 3 and 4—Begin to commission the Cisco AS5350 or Cisco AS5400 using the command-line interface (CLI).
- The remaining chapters and appendices—Reference these for your additional configuration, management, and troubleshooting needs.

To obtain advanced feature-configuration information that is supported on your Cisco AS5350 or Cisco AS5400 universal gateway, you can go to the following locations:

- Cisco AS5350 or Cisco AS5400 platform website, which includes platform-specific documentation such as hardware books and release notes
 - *Cisco AS5350 (or Cisco AS5400) Universal Gateway Chassis Installation Guide*
 - *Cisco AS5350 (or Cisco AS5400) Universal Gateway Card Installation Guide*
 - *Cisco AS5350 (or Cisco AS5400) Universal Gateway Regulatory Compliance and Safety Information*

**Note**

The Cisco AS5350 and Cisco AS5400 platform websites are available online at http://www.cisco.com/univercd/cc/td/doc/product/access/acs_serv/as5350/index.htm and http://www.cisco.com/univercd/cc/td/doc/product/access/acs_serv/as5400/index.htm

- *Monitoring Voice and Fax Services on the Cisco AS5400 Universal Gateway*, available at <http://www.cisco.com/univercd/cc/td/doc/product/software/>. Select your Cisco IOS release and search for this title.
- Cisco Technical Assistance Center website for the Cisco AS5350 and Cisco AS5400 universal gateways, available at http://www.cisco.com/cgi-bin/Support/PSP/psp_view.pl?p=Hardware:AS5350 and http://www.cisco.com/cgi-bin/Support/PSP/psp_view.pl?p=Hardware:AS5400

- Cisco IOS documentation set, which includes:
 - *Cisco IOS Command Summary*
 - *Cisco IOS System Error Messages*
 - *Cisco IOS Debug Command Reference*
 - *Cisco IOS Dial Services Quick Configuration Guide*
 - New feature module documentation and release notes
 - Configuration guides and command references (see [Figure 1](#))

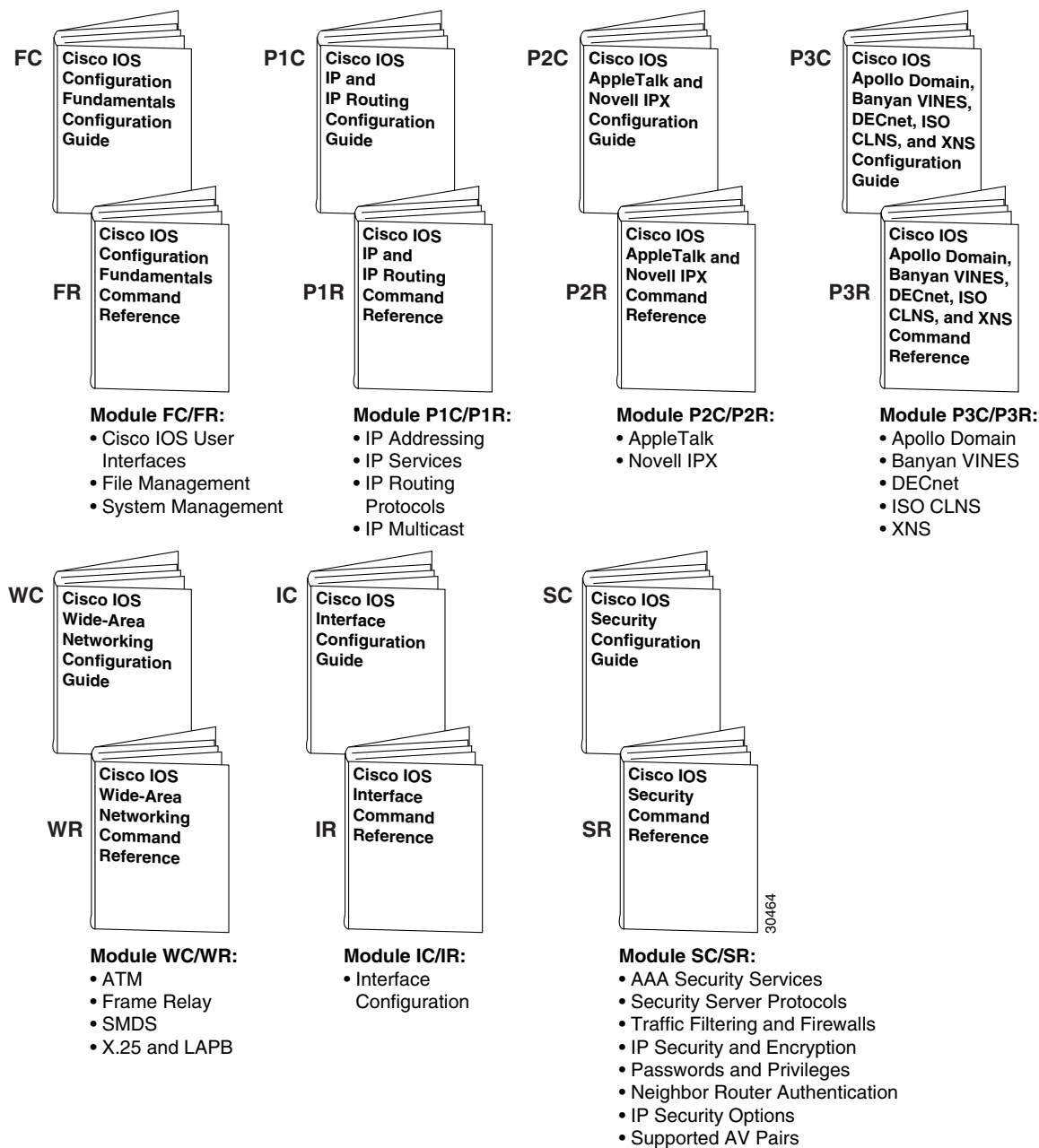
**Note**

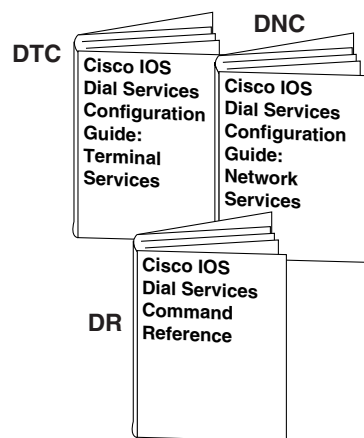
The Cisco IOS documentation set for your release is available online at <http://www.cisco.com/univercd/cc/td/doc/product/software/>

**Note**

The abbreviations next to the book icons are page designators (for example, FC, FR, and so on), which are defined in a key in the index of each document to help with navigation. The bulleted lists under each module describe the major technology areas discussed in their corresponding books.

Figure 1 Cisco IOS Software Documentation Modules

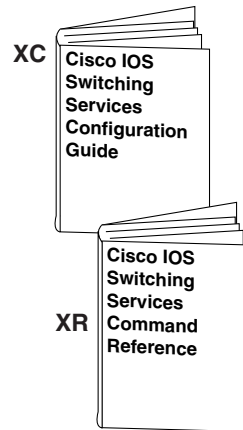


**Module DTC/DR:**

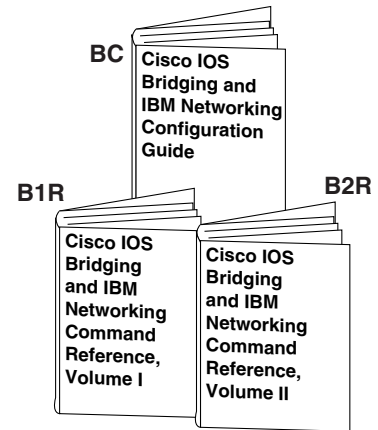
- Dial Access
- Modem Management
- ISDN BRI Services
- Point-to-Point Protocols
- Dial-on-Demand Routing
- Dial Backup
- Terminal Services

Module DNC/DR:

- Large-Scale Dial Solutions
- Cost-Control Solutions
- Virtual Private Networks
- X.25 on ISDN Solutions
- Telco Solutions
- Dial-Related Addressing Services
- Internetworking Dial Access Scenarios

**Module XC/XR:**

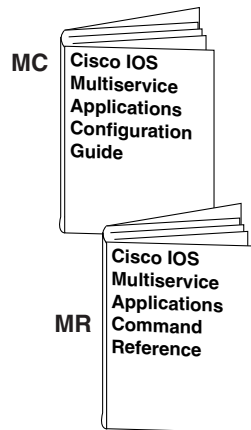
- Cisco IOS Switching Paths
- Cisco Express Forwarding
- NetFlow Switching
- Multiprotocol Label Switching
- Multilayer Switching
- Multicast Distributed Switching
- Virtual LANs
- LAN Emulation

**Module BC/B1R:**

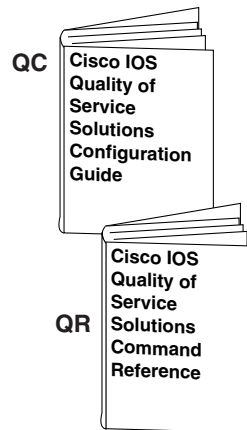
- Transparent Bridging
- Source-Route Bridging
- Token Ring Inter-Switch Link
- Token Ring Route Switch Module
- Remote Source-Route Bridging
- Data-Link Switching Plus
- Serial Tunnel and Block Serial Tunnel
- LLC2 and SDLC
- IBM Network Media Translation
- SNA Frame Relay Access
- NCIA Client/Server
- Airline Product Set

Module BC/B2R:

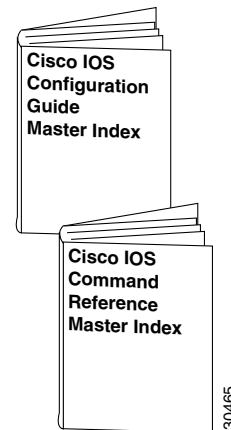
- DSPU and SNA Service Point
- SNA Switching Services
- Cisco Transaction Connection
- Cisco Mainframe Channel Connection
- CLAW and TCP/IP Offload
- CSNA, CMPC, and CMPC+
- TN3270 Server

**Module MC/MR:**

- Voice over IP
- Voice over Frame Relay
- Voice over ATM
- Voice over HDLC
- Video Support
- Universal Broadband Features

**Module QC/QR:**

- Packet Classification
- Congestion Management
- Congestion Avoidance
- Policing and Shaping
- Signalling
- Link Efficiency Mechanisms



Where to Get the Latest Version of This Guide

This guide is available online and is updated continuously to integrate the latest enhancements to the product. You can access the current online copy of this guide on the World Wide Web at <http://www.cisco.com>, <http://www-china.cisco.com>, or <http://www-europe.cisco.com>. See also the “Obtaining Documentation” section on page xvi.

Document Conventions

This publication uses the following conventions to convey instructions and information.

Table 2 Document Conventions

Convention	Description
boldface font	Commands and keywords.
<i>italic font</i>	Variables for which you supply values.
[]	Keywords or arguments that appear within square brackets are optional.
{ x y z }	A choice of required keywords appears in braces separated by vertical bars. You must select one.
screen font	Examples of information displayed on the screen.
boldface screen font	Examples of information you must enter.
< >	Nonprinting characters, for example passwords, appear in angle brackets in contexts where italic font is not available.
[]	Default responses to system prompts appear in square brackets.



Note

Means *reader take note*. Notes contain helpful suggestions or references to additional information and material.



Timesaver

This symbol means *the described action saves time*. You can save time by performing the action described in the paragraph.



Caution

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



Tip

This symbol means *the following information will help you solve a problem*. The tips information might not be troubleshooting or even an action, but could be useful information, similar to a Timesaver.

**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 vaaroista ja tavanomaisista onnettomuuksien ehkäisykeinoista. Tässä julkaisussa esiintyvien varoitusten käännökset 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'avertissements 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 *Regulatory Compliance and Safety Information* (Conformità alle norme e informazioni sulla sicurezza) che accompagna questo dispositivo.

- Advarsel** Dette varselsymbolet betyr fare. Du befinner deg i en situasjon som kan føre til personskade. Før du utfører arbeid på utstyr, må du være 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 *Regulatory Compliance and Safety Information* (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 *Regulatory Compliance and Safety Information* (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 *Regulatory Compliance and Safety Information* (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 förekommer i denna publikation i dokumentet *Regulatory Compliance and Safety Information* (Efterrättelse av föreskrifter och säkerhetsinformation), vilket medföljer denna anordning.

Obtaining Documentation

These 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 this URL:

<http://www.cisco.com>

Translated documentation is available at this URL:

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
- 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

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the **Fax** or **Email** option in the “Leave Feedback” section at the bottom of the page.

You can e-mail your comments to bug-doc@cisco.com.

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Document Resource Connection
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

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

If you want to obtain customized information and service, you can self-register on Cisco.com. To access Cisco.com, go to this URL:

<http://www.cisco.com>

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.

