

# Cisco Information Packet—Cisco Limited Warranty, Disclaimer of Warranty, End User License Agreement, and US FCC Notice

## Limited Warranty

**Hardware.** Cisco Systems, Inc., or the Cisco Systems, Inc. subsidiary selling the Product (“Cisco”) warrants that commencing from the date of shipment to Customer (and in case of resale by a Cisco reseller, commencing not more than ninety (90) days after original shipment by Cisco), and continuing for a period of the longer of (a) ninety (90) days or (b) the period set forth in the warranty card accompanying the Product (if any), the Hardware will be free from defects in material and workmanship under normal use. The date of shipment of a Product by Cisco is set forth on the packaging material in which the Product is shipped. This limited warranty extends only to the original user of the Product. Customer’s sole and exclusive remedy and the entire liability of Cisco and its suppliers under this limited warranty will be, at Cisco’s or its service center’s option, shipment of a replacement within the warranty period and according to the replacement process described in the warranty card (if any), or if no warranty card, as described on the Cisco Product Warranties web page [www.cisco.com/go/warranty](http://www.cisco.com/go/warranty) or a refund of the purchase price if the Hardware is returned to the party supplying it to Customer, freight and insurance prepaid. Cisco replacement parts used in Hardware replacement may be new or

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**Software.** The limited warranty in the End User License Agreement sets forth Cisco's warranty obligations with respect to the Software. The End User License Agreement may be located at the following URL:

<http://www.cisco.com/go/eula>

Product warranty terms and other information applicable to the Product may be located at the following URL:

<http://www.cisco.com/go/warranty>

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[http://www.cisco.com/wwl/export/compliance\\_provision.html](http://www.cisco.com/wwl/export/compliance_provision.html)

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Product warranty terms and other information applicable to Cisco products are available at the following URL:

<http://www.cisco.com/go/warranty>

## **United States Federal Communications Commission Notice**

The following information is for FCC compliance of Class A devices: 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 users will be required to correct the interference at their own expense.



The following information is for FCC compliance of Class B devices: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with Cisco's instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

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.

Modifications to this product not authorized by Cisco could void the FCC approval and negate your authority to operate the product.

# Welcome to the World of Networking

Thank you for choosing your Cisco product as part of your networking solution.

Cisco Systems is the worldwide leader in networking for the Internet. Cisco networking solutions connect people, computing devices, and computer networks, allowing people to access and transfer information without regard to differences in time, place, or type of computer system. Cisco provides end-to-end networking solutions that organizations can use to build a unified information infrastructure of their own or to connect to someone else's network. An end-to-end networking solution is one that provides a common architecture that delivers consistent network services to all users. The broader the range of network services, the more capabilities a network can provide to the users connected to it.

Cisco offers these networking products:

- The industry's broadest range of hardware products
- Cisco IOS software
- Expert network design and implementation
- Technical support and professional services to maintain and optimize network operations

Cisco is unique in its ability to provide all of these products, either by itself or together with partners.

## **Safety Information**

Before you install your Cisco product, read the FCC notice and other regulatory material, including the safety and site preparation section in your product documentation. For your safety, separate information titled “Regulatory Compliance and Safety Information” accompanies this product and contains the appropriate safety warnings and their translations.

## **Warranty Information**

The manufacturer’s warranty period for your new Cisco product can be found in the warranty description that accompanies this product or in the warranty information in the online documentation.

Product warranty terms and other information applicable to Cisco products are available at the following URL:

<http://www.cisco.com/go/warranty>

## **Service During and After the Warranty Period**

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.

If your hardware fails after the warranty period, contact the network supplier from whom you purchased your product.

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 Service

If you need assistance, follow these steps:

1. Consult your warranty product card to determine your warranty period, and record the information listed here on the card. 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.



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**Note**

*Stop here unless you have the Cisco Technical Assistance Center (TAC) option available. This option is not included in all warranty and 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. This service is not available with all warranty packages.

## **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:

<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:

[http://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:

[http://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:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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