CISCO SYSTEMS

Quick Start Guide

Cisco Conference Connection

1 Introduction to Cisco Conference Connection

Welcome to Cisco Conference Connection.
Cisco Conference Connection is an IP-based, voice conferencing solution that uses Voice over IP (VoIP) technology.

You can join a conference in Cisco Conference Connection using your telephone. The Cisco Conference Connection Web Interface lets you easily view, schedule, and search for conferences.

2 Cisco Conference Connection Features

Cisco Conference Connection provides you with the features described in the following table.

Feature	Description
Add a conference	You can add new conferences, and change and delete conferences that you scheduled through the Cisco Conference Connection Web Interface.
Join a conference	You can call directly into a conference, or you can join a conference via the **services** button on your Cisco IP Phone 7960/7940.
View conferences in progress	You can view and search for current conferences and conferences that you scheduled through the Cisco Conference Connection Web Interface.

Feature	Description
View scheduled conferences	You can view and search for the scheduled conferences through the Cisco Conference Connection Web Interface.
View past conferences	You can view and search for past conferences through the Cisco Conference Connection Web Interface.

3 How to Join Conferences

You can join a conference in Cisco Conference Connection using your telephone.

For instructions, refer to one of the following sections:

- Dial a Conference Directly, page 3
- Join a Conference Via Your Cisco IP Phone 7960/7940, page 5

Dial a Conference Directly

To dial a conference in Cisco Conference Connection, follow these steps.

Step 1 Dial the Cisco Conference Connection phone number.

You will hear the Welcome prompt.

Step 2 At the Welcome prompt, dial the conference ID, followed by the # key.

To start over, press the * key.

> **Note** You cannot join a conference before the conference start time.

Step 3 If your conference ID is correct, press the # key.

When you are connected to a conference, you will hear an ascending tone or a prompt.

> **Note** Use of the Hold feature, or otherwise answering or placing a call while connected to a conference, will result in your conference call being dropped. This eliminates the possibility of getting music on hold from the local Cisco CallManager.

If you are not able to join a conference, you may hear one of the following:

– a busy tone

In this case, the conference is full.

– a rapid busy tone

In this case, the conference ID that you entered was not correct. You have to hang up and call the conference phone number again.

– you hear nothing or are disconnected

In this case, it is likely that your conference ID is not recognized. Hang up and verify the conference ID, and then call the conference phone number again.

If you time out while trying to join a conference, you will hear one of the following prompts:

– "Make sure you call during the time the conference is scheduled. Enter the conference ID, followed by the # key."

In this case, verify the conference time and either re-enter the conference ID, or call back at the correct conference time.

– "Contact the conference organizer for the conference ID, or enter the conference ID followed by the # key."

In this case, verify the conference ID with your conference organizer.

- – "Stay on the line to be connected to an operator, or to start over press the * key ."

  In this case, you will be connected to an operator.

Step 4 To leave the conference, hang up.

  The other remaining participants in the conference will hear a descending tone or a prompt.

Join a Conference Via Your Cisco IP Phone 7960/7940

To join a conference in Cisco Conference Connection via your Cisco IP Phone 7960/7940, you must be subscribed to the Cisco Conference Connection Service. Once you are subscribed, you can join conferences via the **services** button on your Cisco IP Phone 7960/7940.

Subscribing to the Cisco Conference Connection Service

Before you can subscribe to the Cisco Conference Connection Service, you need to contact your system administrator to find out:

- whether or not the Cisco Conference Connection Service is available and the name your system administrator has assigned to this service
- the URL to your Cisco IP Phone User Options Web page
- your Cisco IP Phone User Options Web page user name and password

To subscribe to the Cisco Conference Connection Service, follow these steps.

Step 1   Open your Web browser.

Step 2   Enter the URL of your Cisco IP Phone User Options Web page.

The Cisco IP Phone User Options logon page appears.

Step 3   In the User Identification field, enter your user name.

Step 4   In the Password field, enter your password.

Step 5   Click **LogOn**.

The User Options Menu page appears.

Step 6   From the Select a device or device profile to configure list box, select your Cisco IP Phone 7960/7940.

The User Options Menu page redisplays with a list of configuration options.

Step 7   Click **Configure your Cisco IP Phone Services**.

The Service Subscription: New page appears.

Step 8   From the Select a Service list box, select the **Conference Connection** service (the name assigned by your system administrator) and click **Continue**.

The Service Subscription page appears.

Step 9   In the Service Name field, leave the default service name.

Step 10   In the User Password field, enter your password (the same one you entered when logging on to the Cisco IP Phone User Options page).

Step 11   In the UserID field, enter your user name (the same one you entered when logging on to the Cisco IP Phone User Options page).

Step 12   Click **Subscribe**.

The page redisplays and the service appears in the Your Subscribed Services list.

Step 13   Click **Log off**.

Joining a Conference

To join a conference from your Cisco IP Phone 7960/7940, follow these steps.

Step 1   On your Cisco IP Phone 7960/7940, press the **services** button.

Step 2   Use the **Navigation** buttons to scroll to the Conference Connection Service that you configured in the "Subscribing to the Cisco Conference Connection Service" section on page 5. Press the **Select** soft key to select the service.

The Conferences in Progress screen is displayed.
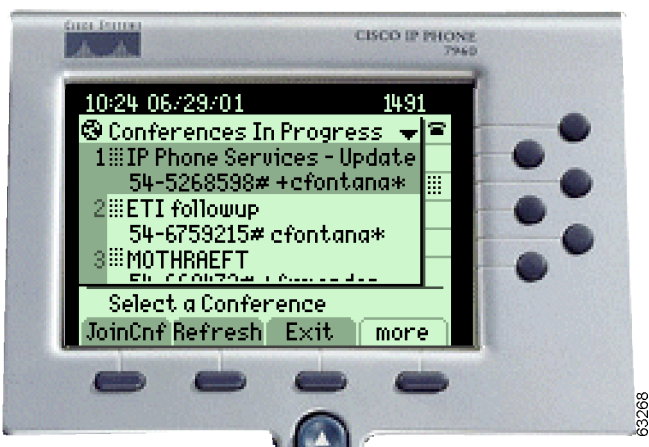
✎   **Note**   If the Cisco Conference Connection Login screen appears, enter your user ID and password, and the Conferences in Progress will be displayed. You will need to go back and re-subscribe to the Conference Connection Service using the correct user ID and password.

Step 3   Using the **Navigation** buttons, select the conference you want to join, and press the **JoinCnf** soft key.

Step 4   Follow the prompts to join a conference.

> ✎ **Note**   Use of the Hold feature, or otherwise answering or placing a call while connected to a conference, will result in your conference call being dropped. This eliminates the possibility of getting music on hold from the local Cisco CallManager.

Step 5   To leave a conference, hang up.

Press the **Refresh** soft key to update the list of conferences in progress.

4   How to Log In to Cisco Conference Connection

You must first log in to the Cisco Conference Connection Web Interface in order to schedule and view conferences.

Logging In to Cisco Conference Connection

To log in to the Cisco Conference Connection, follow these steps.

Step 1   Start Cisco Conference Connection.

    a. Open your Web browser.

    b. In the Location or Address field (depending on your browser), enter the following:

       http://*servername*

       where servername is the name or IP address of the Cisco Conference Connection server.

> ✎ **Note**   If you do not know the name or IP address of your Cisco Conference Connection server, contact your system administrator.

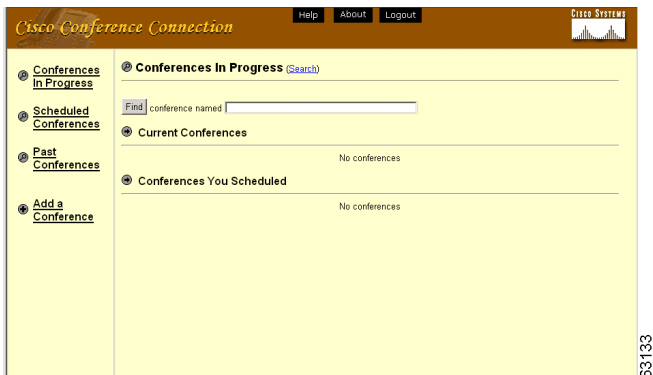The Cisco Conference Connection Login window appears.

> **Note** The Cisco Conference Connection user name and password is the same as your Cisco CallManager IP Phone User Options Web page user name and password. See your system administrator if you do not have a user name and password.

Step 2 In the Username field, enter your user name.

Step 3 In the Password field, enter your user password.

Step 4 Click **Login**.

The Cisco Conference Connection Web Interface appears.

> **Note** If your login account is assigned "guest" permissions, you will not be able to add conferences, only view them.

5 How to Schedule Conferences

You can schedule your conferences using the
Cisco Conference Connection Web Interface.

Scheduling a Conference

You must be logged in to Cisco Conference Connection to
schedule conferences; see the "How to Log In to
Cisco Conference Connection" section on page 8.

To schedule a conference, follow these steps.

Step 1 In the left pane of the Cisco Conference Connection
Web Interface, click **Add a Conference**.

The Add a conference page appears.

Cisco Conference Connection

Conferences In Progress	**Add a Conference**
Scheduled Conferences	Conference Name
Past Conferences	Description _(Optional)_
	Start Time (hh:mm) 9 : 40 PM ▼ (Time on server. Server timezone is PDT)
Add a Conference	Duration 0 hour(s) 30 mins
	Start Date June ▼ 24 ▼ 2001 ▼ Calendar
	Number of Participants 6 (No more participants will be added once this limit is reached)
	Repeat Options ⦿ Single ○ Weekly ○ Monthly
	Hidden Conference? ☑ (If checked, this conference is only visible to the Owner and the Administrator)
	Override Conference ID with _(Optional)_
	Add Conference

Step 2 Enter all of the information for your conference:

- Conference Name (This must be a unique name; there is a 27- character limit. Valid characters include: A-Z, 0-9, spaces, hyphens and parentheses.)

- An optional description of the conference

- Conference Start Time, Duration, and Start Date

  Note that the start time is in the time zone indicated.

- Number of Participants in the conference

- Repeat Options (Single, Weekly, Monthly)

  Note To set up a daily conference, select Weekly, and then choose the day(s) on which you want to schedule the conference.

- Hidden Conference: this option is selected by default. The conference is only visible to the system administrator and the conference owner. If you want the conference to be visible to any user, uncheck this option. If the conference is visible to all users, then it appears in the list of conferences accessed from the **services** button on a Cisco IP Phone 7960/7940.

- Override Conference ID with: optionally, enter a specific conference ID number (this ID must be unique). Otherwise the conference ID number is automatically generated. You will be prompted to enter the conference ID when you join a conference.

Step 3 After you have entered all of the conference information, click **Add Conference**.

The Conference Confirmation page appears to confirm your conference, and your conference appears in the list of scheduled conferences. Note that hidden conferences are marked with a special icon.

Changing a Conference

You can change a conference that you have scheduled, before the actual conference start date and time.

You must be logged in to Cisco Conference Connection to change conferences that you scheduled; see the "How to Log In to Cisco Conference Connection" section on page 8.

To change a conference, follow these steps.

Step 1 In the left pane of the Cisco Conference Connection Web Interface, click **Scheduled Conferences**.

Step 2 On the Schedule Conferences page, scroll to the **Conferences You Scheduled** section.

Step 3 Click the conference that you want to change.

The Conference Information page appears.

Cisco Conference Connection   Help   About   Logout   CISCO SYSTEMS

Conferences In Progress

Scheduled Conferences

Past Conferences

Add a Conference

ⓘ **Conference information**

Personnel Weekly Meeting

Weekly personnel staff meeting

Conference Owner	dalutz
Number of Participants	6
Start Date and Time (PDT)	Sunday Jun 24, 2001 3:55PM
End Date and Time (PDT)	Sunday Jun 24, 2001 4:25PM
Conference ID	737766
	Hidden conference

Delete this conference - Modify this conference

63136

Step 4   To change the conference information, click **Modify this conference**.

> ✎ **Note**   If the conference is a recurring conference and you want to make a change for all occurrences of the conference, you should select the **To modify the entire series click here** link to change all instances of the conference.

The Modify Conference page appears.

Step 5   Make any changes to the conference information that you want and then click **Modify Conference** to save your changes.

Deleting a Conference

You can delete a conference that you have scheduled, before the actual conference start date and time.

You must be logged in to Cisco Conference Connection to delete conferences that you scheduled; see the "How to Log In to Cisco Conference Connection" section on page 8.

To delete a conference, follow these steps.

Step 1 In the left pane of the Cisco Conference Connection Web Interface, click **Scheduled Conferences**.

Step 2 On the Schedule Conferences page, scroll to the **Conferences You Scheduled** section.

Step 3 Click the conference that you want to delete.

The Conference Information page appears.

Step 4 To delete the conference, click **Delete Conference**.

> **Note** If the conference is a recurring conference and you want to delete all occurrences of the conference, you should select the **To delete the entire series click here** link to delete all instances of the conference.

Click **OK** to confirm the deletion and the conference is deleted from the list of scheduled conferences.

Stopping a Conference

You can stop a conference that you scheduled, while it is in progress.

You must be logged in to Cisco Conference Connection to delete conferences that you scheduled; see the "How to Log In to Cisco Conference Connection" section on page 8.

To stop a conference, follow these steps.

Step 1 In the left pane of the Cisco Conference Connection Web Interface, click **Conferences in Progress**.

The Conferences in Progress page appears.

Step 2 On the Conferences in Progress page, scroll to the **Conferences You Scheduled** section.

Step 3 Click the conference that you want to stop.

The Conference Information page appears.

Step 4 To stop the conference, click **Stop this conference**.

Step 5 Click **OK** to confirm that you want to stop the conference.

> **Note** When you do this, conference participants are not warned and they will be dropped from the conference.

The Conferences in Progress page redisplays, with a message indicating that your conference has been successfully stopped.

> **Note** You may need to select the **click here** link to refresh the list of conferences in progress.

Changing the Conference Duration

You can change the duration of a conference that you scheduled, while it is in progress.

You must be logged in to Cisco Conference Connection to delete conferences that you scheduled; see the "How to Log In to Cisco Conference Connection" section on page 8.

✎ **Note** If participants remain in a conference past the scheduled end time, Cisco Conference Connection auto-extends the conference if there are conference ports available.

To change the duration of a conference in progress, follow these steps.

Step 1 In the left pane of the Cisco Conference Connection Web Interface, click **Conferences in Progress**.

The Conferences in Progress page appears.

Step 2 On the Conferences in Progress page, scroll to the **Conferences You Scheduled** section.

Step 3 Click the conference whose duration you want to change.

The Conference Information page appears.

Step 4 To change the conference duration, click **Modify conference duration**.

The Modify conference page appears.

Since the conference is in progress, you can only change the conference duration.

Step 5 To change the conference duration, click **Modify Conference**.

The Modify conference page appears.

Step 6   In the Duration field, change the conference duration.

> **Note**   You must extend conferences by at least 5- minute increments. You cannot shorten the duration of a conference in progress by less than 10 minutes. If you need to shorten a conference by less than 10 minutes, stop the conference at the appropriate time.

Step 7   Click **Modify Conference** to save your changes.

6   How to View and Search for Conferences

You can view and search for conferences using the Cisco Conference Connection Web Interface.

Viewing Conferences in Progress

You must be logged in to Cisco Conference Connection to view and search for conferences; see the "How to Log In to Cisco Conference Connection" section on page 8.

To view a list of conferences in progress:

- In the left pane of the Cisco Conference Connection Web Interface, click **Conferences in Progress**.

  A list of conferences in progress is displayed, as well as a list of conferences that you scheduled.

- To look at detailed conference information, click a specific conference.

  The Conference Information page appears with the following conference information:

  - Conference Owner: the person who scheduled the conference.

- Number of Participants: number of participants who can join the conference.
- Start Date and Time: the scheduled start date and time for the conference.
- End Date and Time: the scheduled end date and time for the conference.
- Conference ID: the unique ID for the conference.

    Note If you selected a conference in progress that you scheduled, on the Conference Information page you have the option to stop it or change the conference duration. See the "Stopping a Conference" section on page 14 and "Changing the Conference Duration" section on page 15 for more information.

To find a specific conference:

- Enter the conference name in the Find conference named text box and then click **Find**.

    A list of conferences is displayed.

- To search for a conference, click **Search**.
    - Fill in the search criteria (Conference Name, Conference ID and Conference Creator).
    - Click **Search**.

    A list of conferences matching your search criteria is displayed.

Viewing Scheduled Conferences

To view a list of scheduled conferences:

- In the left pane of the Cisco Conference Connection Web Interface, click **Scheduled Conferences**.

    A list of next scheduled conferences is displayed, as well as a list of conferences that you scheduled.

    Note This list may also include conferences already in progress.

- To look at detailed conference information, click a specific conference.

  The Conference Information page appears showing more detailed conference information, as described in the "Viewing Conferences in Progress" section on page 17.

  > **Note** If you selected a conference that you scheduled in the future, on the Conference Information page you have the option to delete it or modify it. See the "Deleting a Conference" section on page 13 and "Changing a Conference" section on page 12 for more information.

To find a specific conference:

- Enter the conference name in the Find conference named text box and then click **Find**.

  A list of conferences is displayed.

- To search for a conference, click **Search**.
  - Fill in the search criteria (Conference Name, Conference ID and Conference Creator).
  - Click **Search**.

  A list of conferences matching your search criteria is displayed.

Viewing Past Conferences

To view a list of past conferences:

- In the left pane of the Cisco Conference Connection Web Interface, click **Past Conferences**.

  A list of past conferences is displayed, as well as a list of past conferences that you scheduled.

- To look at detailed conference information, click a specific conference.

  The Conference Information page appears showing more detailed conference information, as described in the "Viewing Conferences in Progress" section on page 17.

Note f you selected a past conference that you scheduled, on the Conference Information page you have the option to delete it. See the "Deleting a Conference" section on page 13 for more information.

To find a specific conference:

- Enter the conference name in the Find conference named text box and then click **Find**.

  A list of conferences is displayed.

- To search for a conference, click **Search**.

  – Fill in the search criteria (Conference Name, Conference ID and Conference Creator).

  – Click **Search**.

  A list of conferences matching your search criteria is displayed.

7 General Troubleshooting Information

The following table provides you with some general troubleshooting tips for the Cisco Conference Connection.

Problem	Solution
Cannot add a conference	• Check for common errors first: – conference end date or time precedes the start time (end date applies only to recurring conferences) – missing or duplicate conference name – invalid conference start or end date (for example, February 30) (end date applies only to recurring conferences) – insufficient system resources available for the conference date or time requested • On the Cisco Conference Connection Web page, check that the following link is available: – Add a conference If it is unavailable, then system resources may not be available, or the Cisco Conference Connection Server has stopped.

Problem	Solution
Cannot add a conference	It is also possible that the Add a Conference choice is disabled for your user ID. Contact your system administrator.
	• If you are trying to add a recurring conference, make sure that the recurring conference name is unique. Recurring conference names must be unique so that they can be modified as a series.
Cannot join a conference	• The maximum number of participants may have been reached.
	On the Cisco Conference Connection Web page:
	• Click **Scheduled conferences** and then click your scheduled conference. Check the conference information. You cannot join a conference before its scheduled start time
	• Click **Conferences in Progress** to see if the conference has been cancelled
Conference does not start	On the Cisco Conference Connection Web page:
	• Click **Past Conferences** to see if the conference has been cancelled, or was not started due to errors

Problem	Solution
Cannot find a conference	• Check for a conference on the Conferences In Progress page. Use the Search tool (available on the Conferences in Progress, Scheduled Conferences, and Past Conferences pages) to search for the conference you want. You can also use the Find button to search for conferences. (Note that when searching for a "hidden" conference, you must enter the exact conference name.) • Conferences created as "Hidden Conferences" are only visible to the conference owner and the system administrator. If you are not the conference owner or a system administrator, you will not be able to see the conference. • It is also possible that the conference has been stopped, deleted, or finished normally. If the conference has been deleted, no further information will be available.

Problem	Solution
Get dropped from a conference	• The conference may have been stopped by the conference owner or the system administrator
	• Attempting to reconnect to a stopped conference will result in an error tone or disconnection
	• Use of the Hold feature, or otherwise answering or placing a call while connected to a conference, will result in a user's conference call being dropped.
	• When dialing from an external number, entering an invalid conference ID or conference ID of a full conference may drop you instead of presenting a busy or error tone. If you suspect that this is the problem, contact your system administrator

Problem	Solution
Conferences do not appear on your Cisco IP Phone 7960/40 display	• Check that you have subscribed to the Cisco Conference Connection Service. See the "Subscribing to the Cisco Conference Connection Service" section on page 5.
	• The conferences may be hidden. "Hidden" conferences are only visible to the conference owner and the system administrator. If you are not the conference owner or a system administrator, you will not be able to see the conference.
Extending or deleting conferences	• Conferences must be extended in increments of at least 5 minutes past the current end time.
	• Conferences that are currently in progress must be stopped before they can be deleted.
	Exception: Deleting a recurring conference series will stop any currently running conference (you will be warned first).

Problem	Solution
Cannot log in to the Cisco Conference Connection Web interface	• Check the URL for the Cisco Conference Connection Web interface. Ask your system administrator for the correct URL
	• When logging in, use your Cisco CallManager user ID and password. If you recently changed your Cisco CallManager password, wait 15 minutes and then try to log in again
	• Otherwise, contact your system administrator
	• After logging in, you see "Current Conferences - Not Available" or "Add a conference - Not Available"
	This problem requires administrator intervention. Contact your system administrator.

Problem	Solution
Poor audio quality (echo)	• First, determine if all participants hear an echo. If one participant is not hearing an echo, the chances are very good that the echo is coming from the participant who does *not* hear the echo.
	• Echo may be induced by the use of a speakerphone, where some of the audio from the speaker is fed back into the microphone. This is especially true when certain devices are used in conference halls, or when PC speakers are facing the participant, who is talking into a microphone.
	• Another common cause of echo is the placement of a handset face down on a desk, especially if the handset volume is turned up high.
	• To eliminate these sources of echo, check with the participants to see if anyone is using a speakerphone and request that a handset or headset be used instead.

Problem	Solution
Conference ID is not as expected	Cisco Conference Connection uses the standard keypad mapping to provide default conference IDs, if you do not specify one. Often, it is possible to have conferences with similar names, occurring at the same time. In such cases, the conferenceIDs must be unique.

For example, the conference "Steven staff meeting" would normally generate 783836. Another conference called "Stevenson Weekly Meeting" would generate the same ID, provided they do not occur at the same time. If the conferences do overlap, then another ID is provided for the conference that is scheduled second. This is an arbitrary 6 or 7 digit number, which does not follow the keypad mapping.

It is possible to change the conference ID before the conference actually starts. You can do so on the Conference Information page, provided there are no ID clashes with other conferences at the same time and date. |

Problem	Solution
Cannot access the Cisco Conference Connection Web interface	• Check the URL for the Cisco Conference Connection Web interface. Ask your system administrator for the correct URL • If you see the error: `Cannot find server or DNS Error`, then either the URL is incorrect, or the Cisco Conference Connection Server is not available
Hear a busy tone when calling the Cisco Conference Connection	• If you hear a busy tone, or if the call is not answered, wait a few seconds and call again. If the problem continues, contact your system administrator.
Hear a busy tone after entering the conference ID	• The conference is full and no more participants can join
Hear an error tone after entering the conference ID	• If you hear an error tone after entering the conference ID, either the conference ID is invalid, or the conference has not yet started. Re-check the conference information and try again. **Note**: The conference start time is relative to the time zone of the Conference Connection Server.

If you are experiencing other difficulties, contact your system administrator.

8 For More Information

The following sections provide sources for obtaining documentation and 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. 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

- 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.

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.

9   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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