

Cisco 819 Non-Hardened 4G LTE 2.5 Machine-to-Machine Integrated Services Routers with Wi-Fi for Asia, Australia, and Selected Latin America Regions

The Cisco® 819 Non-Hardened 4G LTE 2.5 M2M Integrated Services Routers (ISR) with Wi-Fi are the smallest Cisco IOS® Software routers with support for integrated 4G LTE wireless WAN (mobile broadband backhaul) and WLAN capabilities (Figure 1). They are rapidly deployable, highly available, reliable, and secure, and are designed specifically for machine-to-machine (M2M) applications. Markets that benefit from these applications include small business, financial, healthcare, and retail. Fully integrated with Cisco IOS Software, the 819 4G LTE ISRs deliver enterprise-class features, including highly secure data, voice, and video communications, to stationary and mobile network nodes across wired and wireless links. These ISRs are the industry leader in providing enterprise-grade wired-line-like functionality such as QoS for cellular, Multi-VRF, advanced VPN, and unified communications solutions over LTE.





A critical component of the Cisco M2M architecture, the Cisco 819 4G LTE ISRs serve as the single horizontal platform that enhances the Cisco implementation of "any device, anywhere" across multiple industries, including small business, small remote branch, banking, retail, healthcare, and government. They also provide the ability to extend Cisco product-based networks to small branch offices with a relatively low incremental investment, as well as to enable managed services offerings based on Cisco architecture.

Cisco IOS Mobile IP delivers transparent roaming across multiple wireless networks capable of covering wide geographic areas. Additionally, the 819 ISRs have enterprise-class built-in wireless LAN (WLAN) capability. The 819 platforms concurrently support both Fourth-Generation Long-Term Wireless (4G LTE) for wireless WAN (WWAN) backhaul and Cisco dual-radio WLAN on the same platform. A Cisco Aironet[®] 3500 Series Access Point is integrated into the ISRs, providing 802.11a/b/g/n 2X3 multiple-input/multiple-output (MIMO). The access point includes Cisco CleanAir[®] technology to create a self-healing, self-optimizing WLAN. Moreover, with the advantage of dual radios, the integrated access point can serve both as an access point and as a client to a wireless mesh network. This provides another source for WAN diversity, along with Gigabit Ethernet, serial, and cellular. The access point's ClientLink feature improves reliability and coverage for legacy devices, and dynamic frequency selection (DFS) allows it to detect and avoid interference with radar signals to comply with regulatory domains. More information on the Cisco Aironet 3500 Series Access Point is available at http://www.cisco.com/en/US/prod/collateral/wireless/ps5678/ps10981/data_sheet_c78-594630.html.

Product Overview

The Cisco 819 4G LTE ISRs support the latest Third-Generation Partnership Project (3GPP) Release 9 Category 3 LTE standards. They provide persistent, reliable LTE connectivity with fallback and transparent handoff to earlier technologies. The following models are available:

- Cisco 4G LTE 819GW 2.5: Multimode LTE 2.5 for carriers that operate FDD LTE 700-MHz (band 28), 800-MHz (band 20), 850-MHz (band 5 CLR), 850-MHz (bands 18 and 19 Low), 900-MHz (band 8), 1500-MHz (band 21), 1800-MHz (band 3), 2100-MHz (band 1), or 2600-MHz (band 7) networks; the multimode 819 4G LTE 2.5 routers are backward-compatible with Universal Mobile Telecommunications Service (UMTS) and Dual Carrier High-Speed Packet Access Plus (DC-HSPA)+: 800 MHz (band 19 Japan), 850 MHz (band 5), 850 MHz (band 6 Japan), 900 MHz (band 8), 1800 MHz (band 9), 2100 MHz (band 1), and TD-SCDMA 39.
 - Multimode LTE 2.5 for carriers that operate TDD LTE 1900-MHz (band 39), 2300-MHz (band 40), 2500-MHz (band 41), or 2600-MHz (band 38) networks.
 - Multimode LTE 2.5 for carrier aggregation band combinations: 1+(8,18,19,21); 3+(5,7,19,28); 7+(5,7,28);
 19+21, 38+38, 39+39, 40+40, 41+41.

The Cisco 819 4G LTE ISRs include a broad range of enterprise-class features:

- Security services, including firewall, intrusion prevention, VPN, and Cisco ISR Web Security with ScanSafe, which requires no additional hardware or client software. This enables branch offices, manufacturing sites, hospitals, and banks, for example, to intelligently redirect web traffic to the cloud to enforce granular security and acceptable use policies over user web traffic. With this solution, you can deploy market-leading web security quickly and easily to protect branch-office users from web-based threats, such as viruses, while saving bandwidth, money, and resources.
- Cisco WAN optimization system, consisting of Wide Area Application Services (WAAS) Express routers and Wide Area Application Engine (WAEs) that work together to optimize TCP traffic in your network. When

- client and server applications attempt to communicate with each other, the network intercepts the traffic and acts on behalf of the client application and the destination server.
- Additional WAN options such as serial and Gigabit Ethernet WAN interfaces and a 4-port 10/100 Fast
 Ethernet managed switch for LAN connectivity. Quality-of-service (QoS) features are included for optimizing
 voice and video applications.
- Cisco Configuration Professional, a web-based configuration tool that simplifies setup and deployment.
 Centralized management capabilities give network managers visibility into and control over the network configurations at remote sites.
- 4G LTE WWAN data services. With enhanced data rates and improved latency (30 milliseconds or less), WWAN services are an ideal way to supplement traditional wired-line services. 4G LTE WWAN data services have average data rates well in excess of ISDN speeds, with theoretical limits of 100 Mbps on the downlink and 50 Mbps on the uplink. Actual data speed depends on the service provider's network. With 4G LTE data rates, the ISRs offer a primary WAN link capable of running comprehensive branch-office services, including voice and video services. The 4G LTE WWAN data services can also be used as a cost-effective alternative in areas where broadband services are either not available or very expensive. Cisco is building on these performance milestones and adding support for wireless to our wide variety of WAN interface alternatives.
- Multiple-PDN (packet data networks): This feature allows configuration of multiple active (Access Point Names) APN so that Internet traffic can be kept separate from the corporate traffic. (Available Q4, 2016)
- 4G LTE multiple-bearer QoS for cellular: The 819 ISRs support 4G LTE multiple-bearer QoS. Detailed information on the bearer is part of the "show" command, SNMP-MIBs. etc. A service provider is required to launch this service. (Available Q4, 2016)
- Multi-VRF for cellular: The 819 ISRs support Multi Virtual Route Forwarding (Multi-VRF) for cellular
 network. Multi-VRF is a Cisco proprietary implementation over and above the 3GPP spec and requires a
 Cisco ASR 5000 Packet Gateway (PGW) as the headend at the service provider's network. A service
 provider is required to launch this service.
- Enterprise-grade unified communication solutions over LTE: The 819 ISRs support voice and video and can be integrated with Cisco Unified Communications cloud or premises-based infrastructure.

Business Benefits and Application Examples

Businesses are looking for ways to reduce costs, increase revenue, and improve business continuity. The 4G LTE wireless connectivity, which is 10 to 15 times faster and has 5 times lower latency than 3G links, allows a small enterprise branch office or remote office to set up comprehensive media services in a matter of hours, without worrying about availability of broadband services and the need to lay down lines. Wireless carriers offer flexible, usage-based data plans that can be customized to meet the needs and price points of the business customer. As WAN backup alternatives, 3G and 4G LTE wireless offer greater WAN diversity and resiliency because they are independent of the local terrestrial infrastructure. The 819 4G LTE ISRs enable businesses to stay productive during service provider downtime or a network failure.

Ability to Host Networks in Motion

The 819 4G LTE ISRs use standards-based Mobile IP features in Cisco IOS Software to host networks in motion. Transitions to different wireless networks are transparent to the users and devices (such as laptops, smart devices, and surveillance cameras), and applications maintain continuous connectivity without the user's manual intervention as WAN links change. In addition to allowing a single node or device to stay connected, the 819 4G

LTE ISRs allow an entire mobile network or subnet to stay connected. The dual-radio WLAN on the 819 can serve as both a client and an access point.

Retail VPN

Retail stores migrating from dialup connections for point-of-sale transactions can use the WWAN capability of the 819 4G LTE ISRs for low-cost broadband access, with the required security to comply with payment-card-industry and other data security requirements. Multiple devices and applications can then be added to the store network to take advantage of the increased bandwidth and to enable highly secure mobility and enhance productivity.

Managed Services

Service providers and value-added resellers can use the 819 4G LTE ISRs as a platform to offer differentiated business-class security and WLAN services for small and medium-sized business customers. Superior management capabilities such as Simple Network Management Protocol (SNMP) support for 3G MIB with 4G MIB extension and Cisco Configuration Professional make remote management and provisioning easier.

Primary Features and Benefits

Table 1 lists the features and benefits of the Cisco 819 4G LTE ISRs.

Table 1. Features and Benefits

Features	Benefits		
Smallest Cisco ISR in Non-Hardened F	Form Factor		
Single platform for multiple applications	 This single architecture is uniquely designed for deployments in multiple remote applications such as ATMs, kiosks, small branch offices, remote teleworker sites, gas stations, and telemetry, and across all industries. 		
Non-hardened router mounting	 Supports a variety of mounting options, including 35-mm din-rail per EN60715, floor mount, and wall mount, and offers both AC and DC power options, allowing for deployment flexibility. 		
Lightweight, compact size with low power consumption	 Can be deployed in many different environments where space, heat dissipation, and low power consumption are critical factors. 		
Increased performance to run concurrent services	 Performance allows customers to take advantage of broadband network speeds while running highly secure, concurrent data, voice, video, and wireless services. 		
Enhanced security	 An integrated stateful and application inspection firewall provides network perimeter security and high-speed IP Security (IPsec); Triple Data Encryption Standard (3DES) and Advanced Encryption Standard (AES) encryption offer data privacy over the Internet. 		
	• Intrusion prevention enforces security policies in a larger enterprise or service provider network.		
	 Content filtering offers category-based URL classification and blocking, thus providing increased productivity and better use of company resources. 		
	 ScanSafe web security and filtering solution requires no additional hardware or client software. Enables remote locations to intelligently redirect web traffic to the cloud to enforce granular security and acceptable use policies over user web traffic. 		
Integrated WLAN access point	 Integrates the Cisco Aironet 3500 802.11 a/b/g/n access point for mission-critical applications. By intelligently avoiding interference, the WLAN feature offers performance protection for 802.11n networks to help ensure reliable application delivery. The 2X3 MIMO access point comes with Cisco CleanAir, the industry's first technology to create a self-healing, self-optimizing wireless network. 		
	With dual radios, the access point can serve both as an access point and as a client to a wireless mesh network concurrently, providing another source for WAN diversity.		
	The access point's ClientLink feature improves reliability and coverage for legacy devices.		
	 Dynamic frequency selection (DFS) allows the access point to detect and avoid interference with radar signals to comply with regulatory domains. More information on the Aironet 3500 Series access point is available at: http://www.cisco.com/en/US/prod/collateral/wireless/ps5678/ps10981/data_sheet_c78-594630.html 		
Multiple WAN and LAN Connections			
Four-port 10/100-Mbps managed switch	 Allows for multiple Ethernet device connectivity in a small office or other remote location with the ability to designate a port as the network edge. 		
	VLANs allow for secure segmentation of network resources.		
	Multiple LAN and WAN devices can be connected to standard 10/100 Ethernet or serial interfaces.		

Features	Benefits	
WAN diversity	 Multiple WAN links are supported: Gigabit Ethernet, serial, and 4G LTE provide for business continuity and WAN diversity. With 4G LTE WWAN, provide transport-independent, intelligent path control, application optimization, and secure connectivity on any device, over any connection, and to any cloud. 	
Transparent Roaming Between Wireles	s Networks	
Dual subscriber identity module (SIM) support	 Dual SIMs provide for high reliability and cellular multihoming support for LTE and HSPA-based networks using common firmware (FW) technology within the same region (failover). North America dual SIMs provide switchover with different FW technology. 	
Cisco IOS Mobile IP features	 Mobile IP offers transparent roaming for mobile networks, establishing a transparent Internet connection regardless of location or movement. This enables mission-critical applications to stay connected even when roaming between networks. 	
	Assigned IP addresses to the home network are maintained in private or public networks.	
Cisco IOS Mobile network features	 Allows an entire subnet or mobile network to maintain connectivity to the home network while roaming. 	
Multiple wireless WAN technologies	• Users can use the best wireless (4G LTE, 3.7G, or 3.5G) technology or network available.	
Advanced IP Services in Standards-Ba	sed Cisco IOS Software	
Advanced security features	 Authorization and authentication determine which individuals and devices have access to the network. 	
	Firewall protection provides perimeter security when using public networks.	
	 3DES and AES encryption provide for highly secure VPNs when transmitting and receiving data over public networks. 	
	Intrusion detection monitors potential malicious activity within the network.	
QoS features	Provides traffic precedence to delay-sensitive or prioritized applications.	
	 Facilitates low-latency routing of delay-sensitive applications such as streaming video. (Available Q4, 2016) 	
IP Multicast	 Allows efficient broadcast of data or video for increased situational awareness, multiuser communications, or surveillance applications. 	
Management and manageability	Network managers can remotely manage and monitor networks with SNMP, Telnet, or HTTP, and locally through a console port.	
	 Support for extensive 3G and 4G LTE-based MIBs allows for centralized management of remote devices and gives network managers visibility into and control over the network configuration at the remote site. 	
	 Network managers can reset to a predesignated golden image as well as configure an ISR through Cisco IOS Software or through an external reset button. 	
	 Network managers can upgrade 3.5G, 3.7G, and 4G LTE firmware and router configurations remotely and confirm enhancement verification. 	
	 Tight integration with Cisco IOS Software allows you to self-monitor the functions of the 3.5G, 3.7G, and 4G LTE modems and automatically recover from a failure. 	
	Cisco Configuration Professional provides a web-based tool that simplifies setup and deployment.	
	 Intuitive network management tools such as Cisco Prime™ and HP OpenView are supported. 	
Cisco WAN Optimization	 Cisco WAAS Express routers and WAEs work together to optimize TCP network traffic. When client and server applications attempt to communicate with each other, the network intercepts the traffic and acts on behalf of the client application and the destination server. 	
	WAAS Express is supported on the serial/Gigabit Ethernet WAN interface and up to 2 Mbps.	

Product Specifications

Table 2 provides 4G LTE specifications for the Cisco 819 4G LTE ISRs.

Table 2.4G LTE Specifications

Region Theaters	C819GW-LTE-LA-NK9	C819GW-LTE-LA-QK9	C819GW-LTE-LA-CK9
Bands	LTE bands 1, 3, 5, 7, 8, 18, 19, 21, 28, 38, 39, 40, 41 FDD LTE 700 MHz (band 28), 800 MHz (band 20), 850 MHz (band 5 CLR), 850 MHz (band 81 and 19 Low), 900 MHz (band 81, 1500 MHz (band 21), 1800 MHz (band 3), 2100 MHz (band 1), or 2600 MHz (band 7) TDD LTE 1900 MHz (band 39), 2300 MHz (band 40), 2500 MHz (band 41), or 2600 MHz (band 38) Carrier aggregation band combinations: 1+(8,18,19,21); 3+(5,7,19,28); 7+(5,7,28); 19+21, 38+38, 39+39,40+40, 41+41	LTE bands 1, 3, 5, 7, 8, 18, 19, 21, 28, 38, 39, 40, 41 FDD LTE 700 MHz (band 28), 800 MHz (band 20), 850 MHz (band 5 CLR), 850 MHz (band 81, 1500 MHz (band 21), 1800 MHz (band 3), 2100 MHz (band 1), or 2600 MHz (band 7) TDD LTE 1900 MHz (band 39), 2300 MHz (band 40), 2500 MHz (band 41), or 2600 MHz (band 38) Carrier aggregation band combinations: 1+(8,18,19,21); 3+(5,7,19,28); 7+(5,7,28); 19+21, 38+38, 39+39,40+40, 41+41	LTE bands 1, 3, 5, 7, 8, 18, 19, 21, 28, 38, 39, 40, 41 FDD LTE 700 MHz (band 28), 800 MHz (band 20), 850 MHz (band 5 CLR), 850 MHz (band 81 and 19 Low), 900 MHz (band 81, 1500 MHz (band 21), 1800 MHz (band 3), 2100 MHz (band 1), or 2600 MHz (band 7) TDD LTE 1900 MHz (band 39), 2300 MHz (band 40), 2500 MHz (band 41), or 2600 MHz (band 38) Carrier aggregation band combinations: 1+(8,18,19,21); 3+(5,7,19,28); 7+(5,7,28); 19+21, 38+38, 39+39,40+40, 41+41
Theoretical Category 4 download/upload speeds*	150 Mbps and 50 Mbps UL	150 Mbps and 50 Mbps UL	150 Mbps and 50 Mbps UL
Australia	✓	X	X
Japan	X	✓	X
China	X	X	✓
India	✓	X	X
Southeast Asia	X	X	✓ (Select Countries)
Latin America	✓ (Select Countries)	X	X
South Korea	x	X	x

Item	Specification
4G LTE modem form factor	Embedded (included with the router) Upgrade FW Image Switching provisioning from (–LA SKUs) flash (FW-7430-LTE-AU or FW-7430-LTE-GN or FW-7430-LTE-JN) –AU FW is specific for Telstra, non Telstra should use the –GN Generic FW, –JN is specific for NTT DoCoMo, and –GN Generic FW for all other APAC/LATAM countries
Important 4G LTE features	 Automatic switch failover between primary and backup link Multichannel-interface-processor (MIP) profile configuration Code Division Multiple Access (CDMA) data retry 3G MIB with 4G LTE MIB extension and traps Remotely initiated data callback using voice Remotely initiated data callback using Short Message Service (SMS) Remote firmware upgrade over 4G LTE Virtual diagnostic monitoring SIM lock and unlock capabilities
Dual SIM support	High reliability, and cellular multihoming support for dual mini (2FF) SIM card socket; compliant with ISO-7816-2 (SIM mechanical)
SMS and GPS	 GPS antenna: SMA connector (separate active GPS with SMA antenna option) (Available Q4, 2016) Send and receive SMS (maximum 160 characters) Standalone GPS, needs line of sight Configure multiple profile

Item	Specification
SNMP	Enhanced 3G MIB with 4G LTE MIB extension (4G parameters are covered with 3G MIB and 4G LTE MIB extension) ENTITY MIB IF MIB 3G WWAN MIB persistence
4G LTE network management and diagnostics	In-band and out-of-band management using Telnet (Cisco IOS Software command-line interface [CLI]) and SNMP, including MIB II and other extensions Industry-standard 4G LTE diagnostics and monitoring tools (QUALCOMM CDMA Air Interface Tester [CAIT] and Spirent Universal Diagnostic Monitor [UDM])
Modem information	 Modem form factor: Embedded Peripheral Component Interconnect (PCI) minicard Sierra Wireless MC7430 with Qualcomm MDM9230
Programming interfaces	Cisco IOS Software CLI
Wireless technologies supported (performance and throughput)	Cisco LTE 2.5 LTE bands 1, 3, 5, 7, 8, 18, 19, 21, 28, 38, 39, 40, 41 and carrier aggregation combinations Backward compatibility: • UMTS and HSPA+: 800 MHz (band 19), 850 MHz (band 5), 850 MHz (band 6), 900 MHz (band 8), 1800 MHz (band 9), and 2100 MHz (band 1) • HSPA+ speed download up to Category 20 (42.2 Mbps) and upload up to Category 6 (5.76 Mbps) • DC-HSPA+ speed DL with Category 26 (62 Mbps) and UL up to Category 8 (11.5 Mbps)TD-SCDMA 39 (China Mobile support)
Included antenna	 Two multiband swivel-mount dipole antennas (4G- LTE-ANTM-D) and one extender (4G-AE010-R) are included with all Cisco 819 4G LTE ISRs. WLAN: Three multiband swivel-mount dipole antennas (AIR-ANTM2050D-R) are included for all 819 SKUs that have WLAN functionality.
LED indicators for 4G	 Received signal strength indication (RSSI) (green) WLAN (green/blue/red/white) WWAN (green) SIM status (green/yellow) 3G and 4G LTE service (green/amber) GPS (green/yellow) SYS (green/yellow) ACT (green/off) For a detailed LED description including for WLAN, please see the 819 Deployment Guide.
Carrier support	 For an updated list of carriers that offer services on 819 4G LTE ISRs, please visit http://www.cisco.com/go/m2m.

Note: LTE Category 4 download/upload speeds depend on specific carrier channel bandwidth and carrier LTE network provisioning.

Table 3 lists the software features supported on the 819 4G LTE ISRs.

Table 3. Cisco IOS Software Features on Cisco 819 4G LTE ISRs: Advanced IP Features Set (Default)

Feature	Description
Cisco IOS Software requirement	Cisco IOS Software feature set: Universal Cisco IOS Software image (Advanced IP Services with Full Security license)
	 Cisco IOS Software Release 15.6(2)T1 with modem firmware 2.14.3.x or later release with respective modem firmware.
IP and IP services features	 Routing Information Protocol Versions 1 and 2 (RIPv1 and RIPv2) Generic routing encapsulation (GRE) and multipoint GRE (MGRE) Cisco Express Forwarding Standard 802.1d Spanning Tree Protocol
	 Layer 2 Tunneling Protocol (L2TP) Layer 2 Tunneling Protocol Version 3 (L2TPv3) Network Address Translation
	 Dynamic Host Configuration Protocol (DHCP) server, relay, and client Dynamic DNS (DDNS)

Feature	Description
	 DNS Proxy DNS Spoofing Access control lists (ACLs) IPv4 and IPv6 Multicast Open Shortest Path First (OSPF) Border Gateway Protocol (BGP) Enhanced Interior Gateway Routing Protocol (EIGRP) Virtual Route Forwarding (VRF) Lite Next Hop Resolution Protocol (NHRP) Bidirectional Forwarding Detection (BFD) Web Cache Communication Protocol (WCCP) Data-Link Switching (DLSW)
Switch features	 Auto Media Device In/Media Device Cross Over (MDI-MDX) 16 802.1Q VLANs MAC filtering Switched Port Analyzer (SPAN) Storm control Smart ports Secure MAC address Internet Group Management Protocol Version 3 (IGMPv3) snooping 802.1X
Security features	Secure Connectivity: Secure Sockets Layer (SSL) VPN for secure remote access Hardware-accelerated DES, 3DES, AES 128, AES 192, and AES 256 Public-key-infrastructure (PKI) support 20 IPsec tunnels Cisco Easy VPN Client and Server Network Address Translation (NAT) transparency Dynamic Multipoint VPN (DMVPN) Tunnel-less Group Encrypted Transport VPN IPsec stateful failover VRF-aware IPsec IPsec over IPv6 Adaptive control technology Session Initiation Protocol (SIP) application layer gateway Cisco IOS Firewall: Zone-based policy firewall VRF-aware stateful inspection routing firewall Stateful inspection transparent firewall Advanced application inspection and control Secure HTTP (HTTPS), FTP, and Telnet Authentication Proxy Dynamic and static port security Firewall stateful failover VRF-aware firewall Content Filtering: Subscription-based content filtering with Trend Micro Support for Websense and SmartFilter Cisco IOS Software blocked lists and allowed lists Integrated Threat Control: Intrusion prevention system (IPS) Control Plane Policing Flexible Packet Matching Network foundation protection
QoS features	Low Latency Queuing (LLQ) Weighted Fair Queuing (WFQ)

Feature	Description
	Class-Based WFQ (CBWFQ) Class-Based Traffic Shaping (CBTS) Class-Based Traffic Policing (CBTP) Policy-Based Routing (PBR) Class-Based QoS MIB Class of service (CoS)-to-differentiated services code point (DSCP) mapping Class-Based Weighted Random Early Detection (CBWRED) Network-Based Application Recognition (NBAR) Link fragmentation and interleaving (LFI) Resource Reservation Protocol (RSVP) Real-Time Transport Protocol (RTP) header compression (cRTP) Differentiated Services (DiffServ) QoS preclassify and prefragmentation Hierarchical QoS (HQoS)
Management features	 Cisco Configuration Professional Cisco Configuration Express Cisco Configuration Engine support Cisco AutoInstall IP service-level agreement (IP SLA) Cisco IOS Embedded Event Manager (EEM) Cisco Prime Cisco Security Manager Telnet, SNMPv3, Secure Shell (SSH) Protocol, CLI, and HTTP management RADIUS and TACACS+ Out-of-band management with external modem through virtual auxiliary port
High-availability features	Virtual Router Redundancy Protocol (VRRP) (RFC 2338) Hot Standby Router Protocol (HSRP) Multigroup HSRP (MHSRP) Dial backup with external modem through virtual auxiliary port Dual SIM support for cellular multihoming
Metro Ethernet features	 Ethernet operations, administration, and maintenance (OAM) Ethernet Local Management Interface (LMI) IP SLA for Ethernet
IPv6 features	 IPv6 addressing architecture IPv6 name resolution IPv6 statistics IPv6 translation: Transport packets between IPv6-only and IPv4-only endpoints (NAT-PT) Internet Control Message Protocol Version 6 (ICMPv6) IPv6 DHCP (Available Q4, 2016)
Number of recommended users	20

Table 4 lists the system specifications, and Table 5 lists antenna specifications for the Cisco 819 4G LTE ISRs.

 Table 4.
 System Specifications

Feature	Specification	
Memory		
Default and maximum DRAM	1 GB	
Default and maximum flash memory	1 GB	
Interface Support		
Console or auxiliary port	 RJ-45: Single dual-purpose port, which provides direct connection to a console or external modem for management or backup access point 	

Feature	Specification			
Mini-USB port (RSVD)	 Mini-USB port to support remote 4G LTE diagnostics and monitoring tools (QUALCOMM CAIT and Spirent UDM)* 			
WAN interfaces	 WWAN with 4G LTE, 3.7G, and 3.5G speeds 10/100/1000 Gigabit Ethernet port Cisco Smart Serial Interface (sync, async, and bisync) 			
WLAN Features	 2x3 MIMO with two spatial streams Maximal ratio combining (MRC) Legacy beamforming 20- and 40-MHz channels PHY data rates up to 300 Mbps Packet aggregation: A-MPDU (Tx/Rx), A-MSDU (Tx/Rx) 802.11 dynamic frequency selection (DFS) Cyclic shift diversity (CSD) support 			
LAN interfaces	• Four 10/100 Fast Eth	ernet ports		
System LEDs	· ·	mber) igabit Ethernet WAN port (i Fast Ethernet LAN ports (• ,	
Serial WAN interface	 Support for both synchronous and asynchronous modes Synchronous maximum speed of up to 8 Mbps Asynchronous maximum speed of up to 115.2 kbps Support for bisync modes Support for network clock synchronization 			
Serial protocol support	• EIA-232, EIA-449, EI	A-530, EIA-530A, V.35, ar	nd X.21	
Cisco Smart Serial Cabling	Cisco Smart Serial connect Product Number CAB-SS-V35MT CAB-SS-V35FC CAB-SS-232MT CAB-SS-232FC CAB-SS-449MT CAB-SS-449FC CAB-SS-X21MT CAB-SS-X21MT CAB-SS-X21FC CAB-SS-S30MT CAB-SS-530AMT	Cable Type V.35 DTE V.35 DCE EIA/TIA-232 DTE EIA/TIA-449 DTE EIA/TIA-449 DCE X.21 DTE X.21 DCE EIA/TIA-530 DTE EIA/TIA-530 DTE	Length 10 ft (3m)	Connector Type Male Female Male Female Male Female Male Female Male Female Male Male Male Male
Physical Characteristics				
Physical dimensions (H x W x D)	1.67 x 7.7 x 9.0 in. (42 x	196 x 229 mm)		
Weight	2.3 lb (1.0 kg)			
Mean time between failure (MTBF—Ground Benign)	263,000 hours			
Maximum platform power consumption	19W			
Environmental operating range	5° to 122°F (-15° to 50°C	c) (functional up to 131°F [55°C] non-3GPP complian	it)
Operating altitude	50°C up to 5000 ft Above 5000 ft derate ma Maximum altitude: 10,00	ximum operating temperat 0 ft	ure 1.50°C per 1000 ft	
Standard safety certifications	 UL 60950-1, 2nd edit CAN/CSA C22.2 No. EN 60950-1, 2nd edit CB to IEC 60950-1, 2 	60950-1, 2nd edition	ifferences and national de	viations

Feature	Specification
EMC emissions	EN55022/CISPR22, CFR 47 Part 15, ICES003, VCCI-V-3, AS/NZS CISPR22, CNS13438, EN300-386, EN61000-3-2, EN61000-3-3, and EN61000-6-1
EMC immunity	EN55024/CISPR24, (EN61000-4-2, EN61000-4-3, EN61000-4-4, EN61000-4-5, EN61000-4-6, EN61000-4-11), and EN300-386
Radio immunity	EN301 489-1, EN 301 489-7, and EN301 489-24
Cellular radio	EN 301 908-1, EN 301 908-2, EN 301 511, 47 CFR Part 22, 47 CFR Part 24, and EN 301 908-13
Power specifications	AC Power Adapter: Maximum power consumption: 25W Meets efficiency Level V Input voltage and currents supported: 100–264 VAC <0.5A Maximum output power rating: 20W For IP41 need additional enclosure DC Power Adapter: Maximum power consumption: 26W Input voltage and currents supported: 10 VDC minimum, 13.8 VDC nominal, 36 VDC maximum operating, and 42 VDC absolute maximum Maximum output power rating: 20W IP41 compliant Default: PWR2-20W-AC AC power supply

 Table 5.
 Antenna Specifications

Item	Specification		
Included antenna	Two multiband 4G LTE swivel-mount dipole antennas (4G-LTE-ANTM-D) and one extender (4G-AE010-R)		
Diversity (dual antennas) MIMO	C819GW-LTE: Diversity supported MIMO 2X2		
Antenna 4G-LTE-ANTM-O-3-X	Description: • Multiband low-profile indoor or outdoor omnidirectional antenna (IP67 ingress protection) • Ceiling mount, dual 4G LTE and standalone GPS Electrical Specifications: • Frequency range: 698 to 960 MHz and 1710 to 2700 MHz • Gain: 2.5 decibels relative to isotropic (dBi) • Maximum power: 3W • Connector: SMA with TNC male adapters, and SMA for GPS • Voltage standing wave ratio (VSWR): < 2.5:1 • Nominal impedance: 50 ohms • Polarization: Linear vertical Mechanical Specifications: • Radome material: White, Black, Red, or Blue ABS, UL-94 V0 • Cable: 4 ft (1.2 m) RG174 VW-1 compliant • Height and base diameter: 3.5 in (90 mm) and 5 in (137 mm) • Temperature rating: -40° to 185°F (-40° to 85°C) • Mounting: 5/8-inch lug with serrated face nut (5/8-inch-diameter hole through mounting surface) • Can be used with the following cable extensions: 4G-CAB-ULL-20 and 4G-CAB-ULL-50		
Antenna 4G-ANTM-OM-CM	Description: Multiband indoor omnidirectional antenna Ceiling mount Electrical Specifications: Frequency range: 698 to 960 MHz, 1575 MHz, and 1710 to 2690 MHz Gain: 1 and 1.5 dBi (700 to 960 MHz), 1.7 and 3.2 dBi (1700 to 2200 MHz), 3 and 4 dBi (2500 to 2700 MHz) Maximum power: 50W Connector: TNC male VSWR: 2.0:1 and 3.01:1 or less for GPS Nominal impedance: 50 ohms Polarization: Linear vertical		

Item	Specification	
	Mechanical Specifications:	
	Radome material: White ABS	
	• Dimensions (outside dimensions x height): 5.64 in. x 2.0 in. (143.3 x 50.8 mm)	
	• Weight: 6.0 oz (170.1 g)	
	• Temperature rating: -40° to 185°F (-40° to 85°C)	
	Can be used with the following cable extensions: 3G-CAB-ULL-20 and 3G-CAB-ULL-50	
Antenna 4G- LTE-ANTM-D	-	
Antenna 4G- LTE-ANTIW-D	Description:	
	Cisco 4G LTE and 3G omnidirectional dipole antenna Activate in initiation and the artists of a second in a second in a second in the second and in	
	 Articulating joint; can be rotated 360 degrees and is capable of maneuvering into three stop positions: 0 degrees, 45 degrees, and 90 degrees 	
	 Plug threaded TNC connector: Directly mount the antenna on any Cisco 4G LTE or 3G enhanced high- speed WAN interface card (EHWIC) with a TNC connector; the threads on the connector must comply with the ANSI 7/16-28 UNEF 2B thread specification 	
	Multiband swivel-mount dipole antenna	
	Faceplate mount (dual units included with all Cisco 4G LTE WWAN)	
	Electrical Specifications:	
	 Operating frequency ranges: 698 to 806 MHz, 824 to 894 MHz, 925 to 960 MHz, 1710 to 1885 MHz, 1920 to 1980 MHz, 2110 to 2170 MHz, and 2500 to 2690 MHz 	
	Maximum peak gain: 2 dBi	
	Maximum input power: 3W	
	Connector: TNC plug	
	• VSWR: < 2.5:1 or less	
	Characteristic impedance: 50 ohms	
	Mechanical Specifications:	
	• Antenna dimensions (L x W x D): 9 x 1.2 x 7/16 in. (229 x 30.5 x 11 mm)	
	• Temperature rating: -22° to 158°F (-30° to 70°C)	
	Antenna base and random color: Cisco Raven Black	
Antenna extension 4G-AE015-R	Description:	
7 Intollia extension 40 /12010 R	Single-unit antenna extension base (15 ft [457.2 cm])	
	Electrical Specifications:	
	• Frequency range: 6 GHz	
	• Attenuation: Less than 3 dB at or below 2.5 GHz	
	Base connector: TNC socket	
	Pigtail connector: TNC plug	
	Mechanical Specifications:	
	Base material: Cisco gray UL94 V0 PC/ABS plastic	
	• Dimensions: 2.8 x 2.4 x 1.8 in. (7.1 x 6.1 x 4.6 cm)	
	• Weight: 6 oz (170.1 g)	
	• Cable: 15 ft (457.2 cm) nonplenum rated Pro-Flex Plus 195	
Antenna extension 4G-AE010-R	Description:	
	• Single-unit antenna extension base (10 ft [304.8 cm], one cable included)	
	Electrical Specifications:	
	• Frequency range: 6 GHz	
	Attenuation: Less than 3 dB at or below 2.5 GHz	
	Base connector: TNC socket	
	Pigtail connector: TNC plug	
	Mechanical Specifications:	
	Base material: UL 94 V0PC and ABS plastic	
	• Dimensions: 2.8 x 2.4 x 1.8 in. (7.1 x 6.1 x 4.6 cm)	
	• Weight: 6 oz (170.1 g)	
	Cable: 10 ft (304.8 cm) nonplenum rated Pro-Flex Plus 195	

Item	Specification
ANT-4G-OMNI-OUT-N	Description: Cisco outdoor omnidirectional antenna for 2G, 3G, and 4G LTE cellular
	UV-stable radome
	Mast-mounting bracket
	Applicable for both 2G and 3G solutions
	Domestic LTE 700 band and global LTE 2600 band
	Domestic cellular and global GSM
	• WiMAX 2300 and 2500
	Electrical Specifications:
	• Frequency ranges: 698 to 960 MHz, 1710 to 2170 MHz, and 2300 to 2700 MHz
	• Nominal gain (dBi): 698 to 960 MHz = 1.5 dBi, and 1710 to 2700 MHz = 3.5 dBi
	• 3 dB beam width (E plane): 698 to 960 MHz = 81 degrees, 1710 to 2170 MHz = 75 degrees, and 2300 to 2700 MHz = 100 degrees
	• 3 dB beam width (H plane): 360 degrees, omnidirectional
	Polarization: Vertical and linear
	Normal impedance: 50 ohms
	• VSWR: < 2.5:1 (698 to 960 MHz) and < 2.0:1 (1710 to 2690 MHz)
	Radiation pattern: Omnidirectional
	Mechanical Specifications:
	Mount style: Mast mount, upright position only
	• Environment: Outdoor
	Connector: N-type socket
	• Antenna length (height): 9.8 x 1 in. (24.9 x 2.45 cm)
	• Weight: 1.5 lb (0.68 kg)
	• Dimensions (H x outside dimensions): 9.8 x 1 in. (248 x 24.5 mm)
	• Operating temperature range: -22° to 158°F (-30° to 70°C)
	• Storage temperature: -40° to 185°F (-40° to 85°C)
	Maximum power: 20W
	Radome: Polycarbonate, UV, white
	Material substance compliance: ROHS compliant

Item	Specification
ANT-4G-SR-OUT-TNC	Description: Cisco integrated 4G LTE low-profile outdoor saucer antenna: • Applicable for both 3G and 4G LTE solutions • Domestic LTE 700 band and global LTE 2600 band • Domestic cellular and global GSM • Weatherproof UV stable radome • Performance optimized • Excellent flame rating Electrical Specifications: • Frequency ranges: 698 to 960 MHz and 1710 to 2700 MHz • Peak gain with 1-ft cable: 1.5 dBi (698 to 960 MHz) and 3.7 dBi (1710 to 2700 MHz) • Peak gain with 15-ft cable: 0.8 dBi (698 to 960 MHz) and 0.2 dBi (1710 to 2700 MHz) • Average efficiency with 1-ft cable: 90% (698 to 960 MHz) and 82% (1710 to 2700 MHz) • Average efficiency with 15-ft cable: 60% (698 to 960 MHz) and 40% (1710 to 2700 MHz) • Polarization: Linear and vertical • Nominal impedance: 50 ohms • VSWR (maximum): 2.0:1 (698 to 960 MHz) and 2.0:1 (1710 to 2700 MHz) • H-plane (3-dB beam width): Omnidirectional Mechanical Specifications: • Power: 3W • Cable: 15-ft LMR 195 • RF connector: Type N (f); TNC (plug) available • Mount style: Ceiling mount • Radome: PC/ABS, UV stable, black • Material substance compliance: RoHS compliant • Operational temperature: -22° to 158°F (-30° to 70°C) • Storage temperature: -40° to 185°F (-40° to 85°C) • Environment: Indoor • Dimensions (H x outside dimensions): 3.4 x 7.9 in. (87 x 200 mm)
ANT-4G-PNL-OUT-N	Description: Cisco multiband panel outdoor 4G LTE antenna: Supports 3G and 4G LTE solutions Supports bands Wall-mount and mast-mount Indoor and outdoor Dual type-N socket connector Electrical Specifications: Frequency ranges: 698 to 960 MHz and 1710 to 2700 MHz VSWR: 2.0:1 maximum Gain: 5.5 to 10.5 dBi (698 to 960 MHz) and 6.5 to 9.0 dBi (1710 to 2700 MHz) 3-dB beam width (vertical plane): 55 to 70 degrees = 698 to 960 MHz, 53 to 98 degrees = 1710 to 2200 MHz, 60 to 70 degrees = 2200 to 2500 MHz, and 55 to 70 degrees = 2500 to 2700 MHz 3-dB beam width (horizontal plane): 55 to 70 degrees = 698 to 960 MHz and 50 to 90 degrees = 1710 to 2200 MHz F/B ratio: > 15 dB, typical 20 dB = 698 to 960 MHz, and > 17 dB, typical 23 dB = 1700 to 2700 MHz Isolation: > 30 dB Polarization: Slant +/- 45 degrees Nominal impedance: 50 ohms Radiation pattern: Directional

Item	Specification
	Mechanical Specifications:
	Mount style: Wall or mast mount
	• Environment: Outdoor
	Connector: Dual type-N socket (direct connect or dual 12 in. [30 cm])
	Antenna length (height): 11.6 in. (2.95 cm)
	• Temperature range (operating): –22° to 158°F (–30° to 70°C)
	• Storage temperature: -40° to 185°F (-40° to 85°C)
	Wind rating: 160 km per hr
	• IP rating: IP54
	Radome: Polycarbonate, UV resistant, white
	Material substance compliance: ROHS compliant
CGR-LA-NM-NF*	Description: Cisco Lightning Arrestor
CGR-LA-NF-NF*	Broadband operation
	DC continuity for outdoor powering
	Reversed installation
	Permanently installed gas capsule
	Feature Description
	Arrestor type: Gas discharge tube
	Main path connectors: Port 1: protected, N plug (male), Port 2: unprotected, N jack (female, bulkhead side)
	• Impedance: 50 ohms
	• Frequency range: 0 MHz to 5800 MHz
	Return loss: Greater than or equal to 20 dB
	• Insertion loss: Less than or equal to 0.2 dB
	RF CW power: Less than or equal to 60W
	Surge current handling capability: 10 single, multiple kA (test pulse 8/20 ms)
	 Residual pulse energy: 250 microsecond typically (test pulse 4 kV 1.2/50 microsecond; 2kA 8/20 microsecond), main path (protected side)
	• Operating temperature range: -40°F to 185°F (-40°C to 85°C)
	Waterproof rating: IP67 (according to IEC 60529, data refer to the coupled state)
	Mounting and grounding: MH24 (bulkhead)
	Material
	Housing: brass
	Port 1 center contact: gold-plated brass
	Port 2 center contract: copper beryllium alloy
	. S. L 2 SS. C. Software Copper Seryman and

^{* –}N antenna works with –N cables and –N lighting arrestor

Ordering Information

For Cisco 819 4G LTE ISR ordering information, please visit the <u>Cisco Ordering home</u> page and refer to Tables 6 and 7.

 Table 6.
 Ordering Information

Product	Description			
Cisco 819G Non-Hardened 4G LTE Integrated Services Routers				
C819GW-LTE-LA-NK9	Compact Cisco 819 Non-Hardened Secure Multimode 4G LTE M2M ISR Sierra Wireless MC7430/Qualcomm MDM9230 for Australia and India, FDD LTE bands 1, 3, 5, 7, 8, 18, 19, 21, 28, 38, 39, 40, 41 and TDD LTE 800/900/1800/ 2100/2600 MHz LTE bands with carrier aggregations, UMTS/HSPA+ bands, TD-SCDMA 39 and Dual Wi-Fi Radio with ETSI			
C819GW-LTE-LA-QK9	Compact Cisco 819 Non-Hardened Secure Multimode 4G LTE M2M ISR Sierra Wireless MC7430/Qualcomm MDM9230 for Japan, FDD LTE bands 1, 3, 5, 7, 8, 18, 19, 21, 28, 38, 39, 40, 41 and TDD LTE 800/900/1800/2100/2600 MHz LTE bands with carrier aggregations, UMTS/HSPA+ bands, TD-SCDMA 39 and Dual Wi-Fi Radio for Japan			
C819GW-LTE-LA-CK9	Compact Cisco 819 Non-Hardened Secure Multimode 4G LTE M2M ISR Sierra Wireless MC7430/Qualcomm MDM9230 for China and Southeast Asia, FDD LTE bands 1, 3, 5, 7, 8, 18, 19, 21, 28, 38, 39, 40, 41 and TDD LTE 800/900/1800/ 2100/2600 MHz LTE bands with carrier aggregations, UMTS/HSPA+ bands, TD-SCDMA 39 and Dual Wi-Fi Radio for China			
Power Supplies and Mountin	g Brackets			
PWR2-20W-AC	AC power adapter for the Cisco 810 level ISRs (default)			
PWR2-20W-12VDC	12V DC power adapter for vehicle for the Cisco 810 level ISRs			
PWR2-20W-24VDC	24V DC power adapter for vehicle for the Cisco 810 level ISRs			
ACS-810-DM	Desktop and DIN-Rail mounting kit for the Cisco 810 level ISRs			
ACS-810-FWM	Floor mount and wall mount kit for the Cisco 810 level ISRs			
C810-POE-SPL	C810 PoE+ power supply splitter			
IOS Software and Licenses				
S84GUK9-15602T	Cisco 810 level IOS Universal Data (default)			
S84GNPEK9-15602T	Cisco 810 level IOS Universal Data with no payload encryption			
FW-7430-LTE-AU	Cisco MC7430 Australia (Telstra) modem image switching provisioning firmware			
FW-7430-LTE-JP	Cisco MC7430 Japan modem image switching provisioning firmware			
FW-7430-LTE-GN	Cisco MC7430 Generic (for all other countries and SPs) modem image switching provisioning firmware			
SL-810-AIS	Cisco 810 level Advanced IP Services license (default)			
SL-810-ADVSEC	Cisco 810 level Advanced Security Software license (default)			
SL-810-AIS-NPE	Cisco 810 level Advanced IP Services license with no payload encryption (default with NPE IOS image)			
SL-810-ADVSEC-NPE	Cisco 810 level Advanced Security Software license with no payload encryption (default with NPE IOS image)			

 Table 7.
 Antenna Ordering Information

Description	Part Number
Multi-Band Integrated 3-in-1 Indoor/Outdoor IP67 Antenna with GPS	4G-LTE-ANTM-O-3-X 4G-LTE-ANTM-O-3-X= (Spare) X = R (Red); X = B (Black); X = W (White); X = C (Blue);
Multi-Band Swivel Mount Dipole Antenna – Faceplate Mount (dual included)	4G-LTE-ANTM-D 4G-LTE-ANTM-D= (Spare)
Multi-Band Omnidirectional Antenna – Ceiling Mount	4G-ANTM-OM-CM 4G-ANTM-OM-CM= (Spare)
Single Unit Antenna Extension Base (10-ft, one cable included)	4G-AE010-R 4G-AE010-R= (Spare)
Single Unit Antenna Extension Base (15-ft cable)	4G-AE015-R 4G-AE015-R= (Spare)
50-ft (15m) Ultra Low Loss LMR 400 Cable with TNC Connector	4G-CAB-ULL-50 4G-CAB-ULL-50= (Spare)
20-ft (6m) Ultra Low Loss LMR 400 Cable with TNC Connector	4G-CAB-ULL-20 4G-CAB-ULL-20= (Spare)
25-ft (7.5 m) Low Loss LMR 240 Cable with TNC Connector	4G-CAB-LMR240-25 4G-CAB-LMR240-25= (Spare)
50-ft (15 m) Low Loss LMR 240 Cable with TNC Connector	4G-CAB-LMR240-50 4G-CAB-LMR240-50= (Spare)
75-ft (23 m) Low Loss LMR 240 Cable with TNC Connector	4G-CAB-LMR240-75 4G-CAB-LMR240-75= (Spare)
Standalone active SMA GPS antenna with 17-ft (5 m) extender	GPS-ACT-ANTM-SMA GPS-ACT-ANTM-SMA= (Spare)
C819 Power Cable Lock 25 units spare	C819-PWRCAB-LCK25= (Spare)
Multiband Omni-Directional Stick Outdoor 4G Antenna	ANT-4G-OMNI-OUT-N
Multiband Low-Profile Saucer Outdoor 4G Antenna	ANT-4G-SR-OUT-TNC
Multiband Panel Outdoor 4G Antenna	ANT-4G-PNL-OUT-N
50-ft (15 m) Ultra Low Loss LMR 400 Cable TNC-N Connector	CAB-L400-50-TNC-N
20-ft (6 m) Ultra Low Loss LMR 400 Cable with TNC-N Connector	CAB-L400-20-TNC-N
20-ft (6m) Ultra Low Loss LMR 400 Cable with N Connectors	CAB-L400-20-N-N
Lightning Arrestor Kit: female to female	CGR-LA-NF-NF
Lightning Arrestor Kit: male to female	CGR-LA-NM-NF

 $^{^{\}star}$ –N antenna works with –N cables and –N lighting arrestor

For More Information

For more information about the Cisco 819 ISRs, visit http://www.cisco.com/go/m2m or contact your local Cisco account representative.

For more information regarding the Cisco 800 Series ISRs and options, contact your Cisco representative or go to http://www.cisco.com/go/isr.

For –N antenna and cable installation guidance, visit http://www.cisco.com/en/US/docs/routers/connectedgrid/antennas/installing/overview.html

Cisco and Partner Services for the Enterprise Networks Architecture

Enable the Cisco Enterprise Networks Architecture and the business solutions that run on it with intelligent, personalized services from Cisco and our partners. Backed by deep networking expertise and a broad ecosystem of partners, these services can help you plan, build, and run a network that enables you to expand geographically, embrace new business models, and promote business innovation. Whether you are looking to transition to a Cisco Enterprise Networks Architecture, solve specific business problems, or improve operational efficiency, we have a service that can help you get the most from your IT environment. For more information, please visit http://www.cisco.com/go/services.

Warranty Coverage and Technical Service Options

The Cisco 819 Integrated Services Routers come with the Cisco 1-year limited hardware warranty. Adding a contract for a technical service offering such as Cisco Smart Net Total Care[®] Service provides benefits not available with the warranty, including access to OS updates, Cisco.com online resources, and Cisco Technical Assistance Center (TAC) support services. Table 8 shows the available technical services.

For information about Cisco warranties, visit http://www.cisco.com/go/warranty.

For information about Cisco Technical Services, visit http://www.cisco.com/go/ts.

Table 8. Cisco Technical Services for Cisco 819 Integrated Services Routers

Technical Services

Cisco Smart Net Total Care Service

- Global access to the Cisco TAC 24 hours a day
- Unrestricted access to the extensive Cisco.com resources, communities, and tools
- Next-business-day, 8 x 5 x 4, 24 x 7 x 4, and 24 x 7 x 2 advance hardware replacement¹ and onsite parts replacement and installation available
- Ongoing operating system software updates within the licensed feature set²
- Proactive diagnostics and real-time alerts on Smart Call Home-enabled devices

Cisco Smart Foundation Service

- Next-business-day advance hardware replacement as available
- Business-hours access to small and medium-sized business (SMB) Cisco TAC (access levels vary by region)
- · Access to Cisco.com SMB knowledge base
- Online technical resources through Smart Foundation Portal
- Operating system software bug fixes and patches

CISCO

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¹Advance hardware replacement is available in various service-level combinations. For example, 8 x 5 x next business day (NBD) indicates that shipment will be initiated during the standard 8-hour business day, 5 days a week (the generally accepted business days within the relevant region), with NBD delivery. Where NBD is not available, same-day shipment is provided. Restrictions apply; please review the appropriate service descriptions for details.

²Cisco operating system updates include maintenance releases, minor updates, and major updates within the licensed feature set.