



Preface

This preface describes the objectives and organization of this document and explains how to find additional information on related products and services. This preface contains the following sections:

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Objectives

This document describes how to install and configure the single-port OC12 Packet over SONET (POS) line cards (7300-1OC12POS-MM[=], 7300-1OC12POS-SMI[=], and 7300-1OC12POS-SML[=]), and the 2-port OC12 Packet over SONET (POS) line cards (7300-2OC12POS-MM[=], 7300-2OC12POS-SMI[=], and 7300-1OC12POS-SML[=]), hereafter referred to as the OC12 POS line cards, which are used in the Cisco 7304 router.

Organization

This document contains the following chapters:

Section	Title	Description
Chapter 1	Overview	Describes the OC12 POS line cards and their LED displays, cables, and receptacles.
Chapter 2	Preparing for Installation	Describes safety considerations, tools required, and procedures you should perform before the actual installation.
Chapter 3	Removing and Installing Line Cards	Describes the procedures for installing and removing the OC12 POS line cards in the supported platform.
Chapter 4	Configuring the OC12 POS Line Card	Provides instructions for configuring the OC12 POS line cards on the supported platform.

Related Documentation

Your router and the Cisco IOS software running on it contain extensive features and functionality, which are documented in the following resources:

- Cisco IOS software:

For configuration information and support, refer to the modular configuration and modular command reference publications in the Cisco IOS software configuration documentation set that corresponds to the software release installed on your Cisco hardware.



Note

You can access Cisco IOS software configuration and hardware installation and maintenance documentation on the World Wide Web at <http://www.cisco.com>. Translated documentation is available at the following URL: http://www.cisco.com/public/countries_languages.shtml.

- Cisco 7304 router:
 - For hardware installation and maintenance information, refer to the *Cisco 7304 Router Installation and Configuration Guide*.
 - *Cisco 7304 Router Quick Start Guide*
- For international agency compliance, safety, and statutory information for WAN interfaces:
 - *Site Preparation and Safety Guide*
 - *Regulatory Compliance and Safety Information for Cisco 7304 Routers*
- To view Cisco documentation or obtain general information about the documentation, refer to the following sources:
 - “Obtaining Documentation” section on page 8.
 - “Documentation CD-ROM” section on page 9.
 - “Obtaining Technical Assistance” section on page 9.
 - Customer service at 800 553-6387 or 408 526-7208. Customer service hours are 5:00 a.m. to 6:00 p.m. Pacific time, Monday through Friday (excluding Cisco-observed holidays). You can also send e-mail to cs-rep@cisco.com.

The *Cisco Information Packet* that shipped with your router.

Obtaining Documentation

The following sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following URL:

<http://www.cisco.com>

Translated documentation is available at the following URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Ordering Documentation

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, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

If you are reading Cisco product documentation on Cisco.com, you can submit technical comments electronically. Click **Leave Feedback** at the bottom of the Cisco Documentation home page. After you complete the form, print it out and fax it to Cisco at 408 527-0730.

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:

Cisco Systems
Attn: Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

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

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

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

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to the following URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

The Cisco TAC Web Site allows you to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to the following URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to the following URL to register:

<http://www.cisco.com/register/>

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; these classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer will automatically open a case.

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

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled; for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). In addition, please have available your service agreement number and your product serial number.

