



Release Notes for the Cisco 831, 836 and 837 Routers and SOHO 91, 96 and 97 Routers

This document describes new and changed information for the following documents:

- *Cisco 837 Router and SOHO 97 Router Hardware Installation Guide*
- *Cisco 831 Router and SOHO 91 Router Cabling and Setup Quick Start Guide*
- *Regulatory Compliance and Safety Information for Cisco 800 Series and SOHO Series Routers*
- *Cisco 836 Router and SOHO 96 Router Hardware Installation Guide*
- *Cisco 836 Router and SOHO 96 Router Cabling and Setup Quick Start Guide*

Related Documentation

The documentation title for the Cisco 837 Router and SOHO 97 Router on the top of page xii of the Preface chapter is incorrect. The correct documentation title should be *Cisco 837 Router and SOHO 97 Router Hardware Installation Guide*.

Quick Start Guide: Setting Up the Cisco 831 and SOHO 91 Routers

In the *Cisco 831 Router and SOHO 91 Router Cabling and Setup Quick Start Guide*, the explanation of the purpose of the document *Cisco 800 Series Routers Software Configuration Guide* is incorrect. This error is on page 2 of the “Easy Installation: Try These Steps First” section. The correct explanation should be as follows:

Cisco 800 Series Routers Software Configuration Guide—Provides detailed configuration instructions for the Cisco 800 series router.



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ADSL Cable

In the *Cisco 837 Router and SOHO 97 Router Hardware Installation Guide*, the lavender ADSL cable mentioned in the “Unpacking the Box” section on page 2-5” of the Installation chapter is an item included with the router. The default lavender ADSL cable that goes with the router box is a straight-through cable. Upon request, the ADSL cable can be changed to a lavender with blue stripe crossover cable.

ADSL Connector Pinouts (RJ-11)

In the *Cisco 837 Router and SOHO 97 Router Hardware Installation Guide*, the description of the ADSL connector pinouts on page A-3 of Appendix A is incorrect. The correct description is as follow:

Table 1 ADSL Connector Pinouts (RJ-11)

Pin	Functions
1	Unused
2	Unused
3	Tip
4	Ring
5	Unused
6	Unused

Warning Information for China

The Cisco 837 Router and SOHO 97 Router passed the compliance and safety test in China in January, 2003. The following new safety and warning information written in Simplified Chinese should therefore be included in the “Compliance Statement” section starting from page 8 of the *Regulatory Compliance and Safety Information for Cisco 800 Series and SOHO Series Routers*.

厂牌名称: Cisco
 产品名称: ADSL 调制解调器
 型号 : SOHO 97
 输出电源: DC 18V/800Ma
 制造厂: 国碁电子(中山) 有限公司
 产地:中国
 警告: 注意不可以插错电源, 使用网络线与计算机连系

厂牌名称: Cisco
 产品名称: ADSL 调制解调器
 型号 : 837
 输出电源: DC 18V/800Ma
 制造厂: 国碁电子(中山) 有限公司
 产地:中国
 警告: 注意不可以插错电源, 使用网络线与计算机连系

Warning Message

Two of the warning messages listed in the *Cisco 836 Router and SOHO 96 Router Hardware Installation Guide* and the *Regulatory Compliance and Safety Information for Cisco 800 Series and SOHO Series Routers* do not exactly match to the router's specification. They should be removed from the warning list.

The first warning message is as follows:



Warning

This equipment contains a ring signal generator (ringer), which is a source of hazardous voltage. Do not touch the RJ-11 (phone) port wires (conductors), the conductors of a cable connected to the RJ-11 port, or the associated circuit-board when the ringer is active. The ringer is activated by an incoming call.

It appears on page 2-3, Chapter 2 Installation of the *Cisco 836 Router and SOHO 96 Router Hardware Installation Guide* and page 16 of the *Regulatory Compliance and Safety Information for Cisco 800 Series and SOHO Series Routers*. The warning message is not necessary because the Cisco 836 router and SOHO 96 router do not have a ring signal generator embedded.

The second warning message is as follows:



Warning

Network hazardous voltages are present in the ISDN cable. If you detach the ISDN cable, detach the end away from the router first to avoid possible electric shock. Network hazardous voltages also are present on the system card in the area of the ISDN port (RJ-45 connector), regardless of when power is turned off (by pressing power switch to standby).

It appears on page 2-4, Chapter 2 Installation of the *Cisco 836 Router and SOHO 96 Router Hardware Installation Guide* and page 22 of the *Regulatory Compliance and Safety Information for Cisco 800 Series and SOHO Series Routers*. The warning is not necessary because the ISDN cable does not connect to the ISDN wall jack directly, instead, it connects to a NT1 box first, and the NT1 box to the ADSL splitter. The ADSL splitter then connects to the ISDN wall jack through an unshielded Category 5 cable. Therefore, no network hazardous voltages are present in the ISDN cable.

Correction of the Switch

The switch cover wording on the back panel of the Cisco 831, 836 and 837 routers, and the Cisco SOHO 91, 96 and 97 routers is not correct. The words “ON” and “OFF” shown on the switch cover should be “1” and “0” as depicted in [Figure 1](#), [Figure 2](#), and [Figure 3](#). “1” represents power on, while “0” represents power off. The back panel of the Cisco 831, 836 and 837 routers is almost identical to the back panel of the Cisco SOHO 91, 96 and 97 routers. The change on the switch cover will not affect any functionality of the router.

Figure 1 Back Panel of the Cisco 837 Router

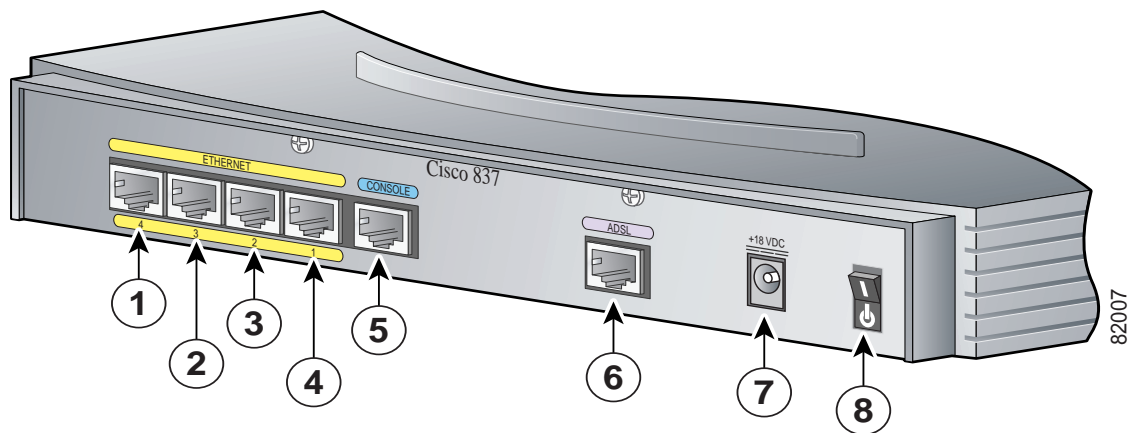


Figure 2 Back Panel of the Cisco 831 Router

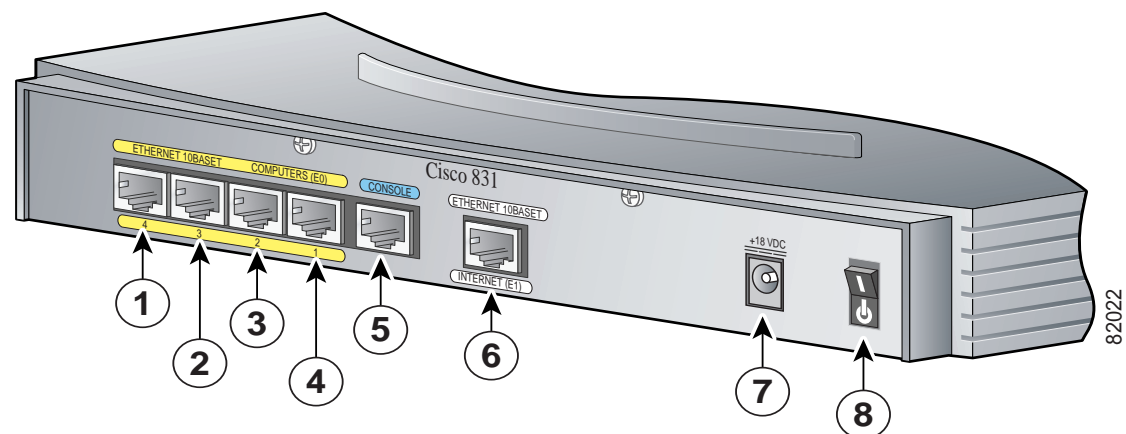
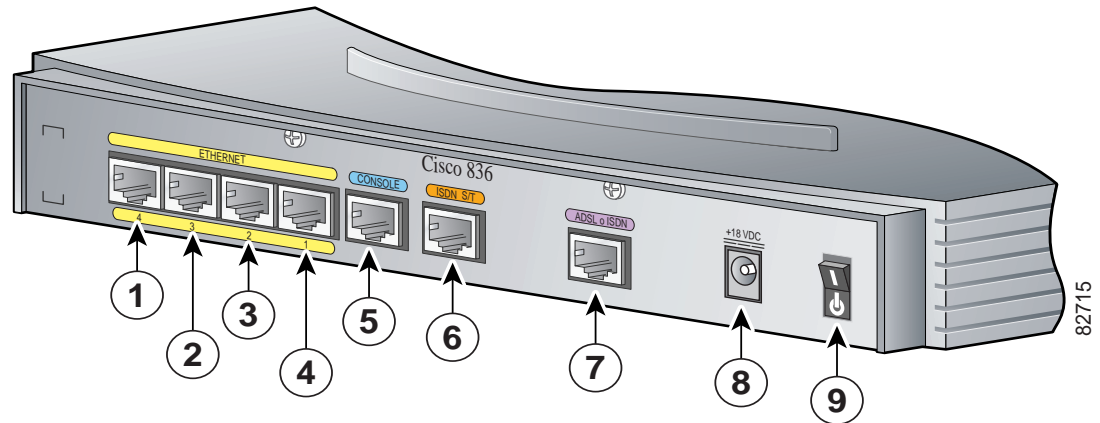


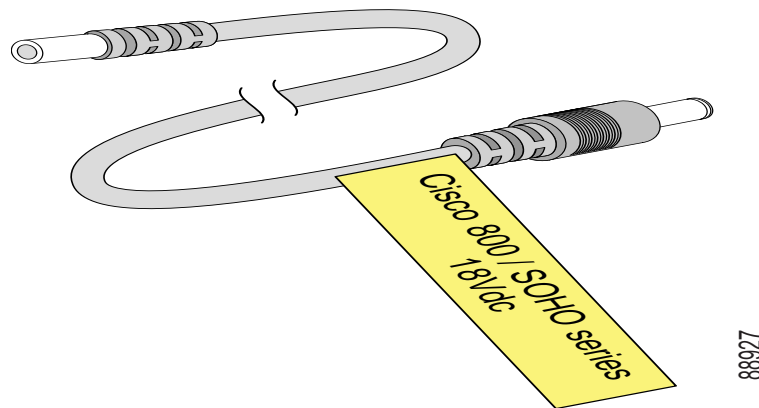
Figure 3 Back Panel of the Cisco 836 Router



New Warning Tag on Desktop Power Adapter

A new yellow tag will be attached to the power cord of the desktop power adapter. This tag contains the correct input voltage information to help avoid using the wrong power supply cable when connecting to the Cisco 831, 836 and 837 routers and Cisco SOHO 91, 96 and 97 routers. Always use the desktop power adapter shipped with your router to connect to the router. Refer to [Figure 4](#) for details on the warning message.

Figure 4 Warning Message on Desktop Power Adapter Power Cord



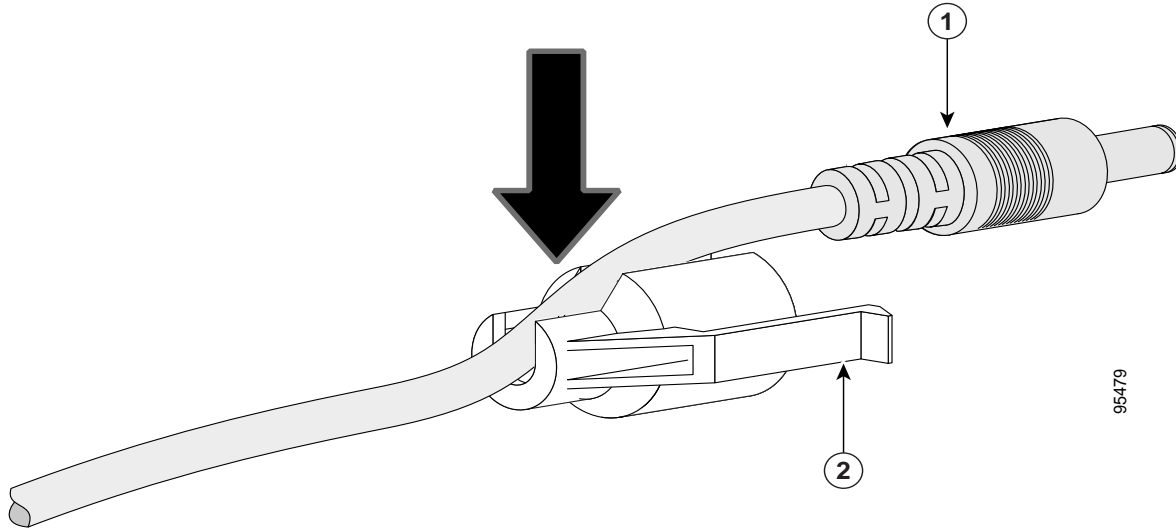
Connecting the Power Plug to the Router

Use the power latch provided in the accessory kit to prevent the power adapter plug from disconnecting from the Cisco 831, 836 and 837 routers and Cisco SOHO 91, 96 and 97 routers.

Perform the steps below to slide the power adapter plug into the power latch and connect the plug to the router.

Step 1 Place the cable of the power adapter through the ditch of the power latch as shown in [Figure 5](#).

Figure 5 Power Latch Assembly



1	Power adapter plug	2	Power latch
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Step 2 Slide the plug into the power latch ditch as shown in [Figure 6](#) and [Figure 7](#).

Figure 6 Power Plug and Power Latch

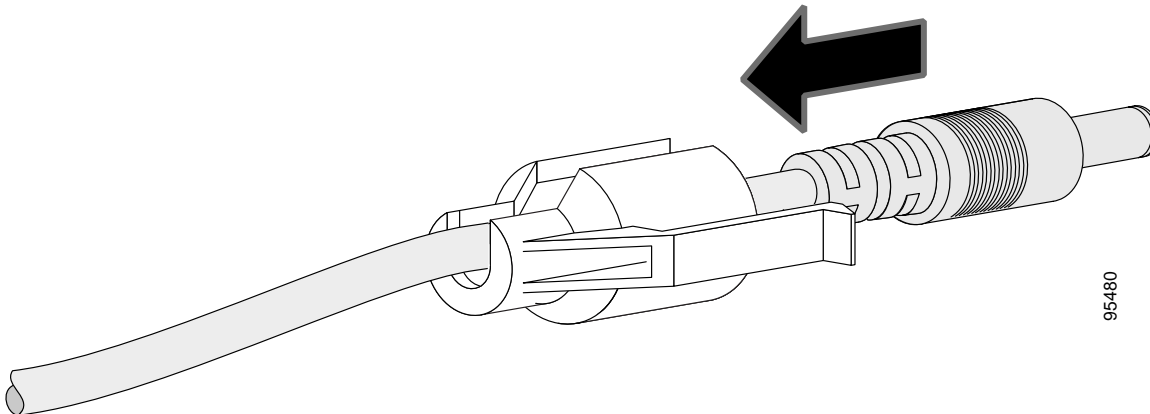
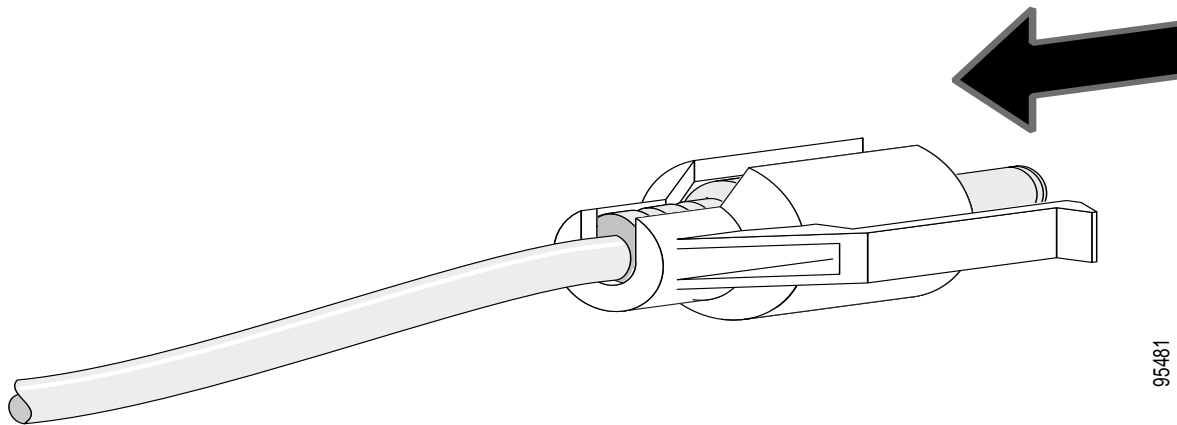
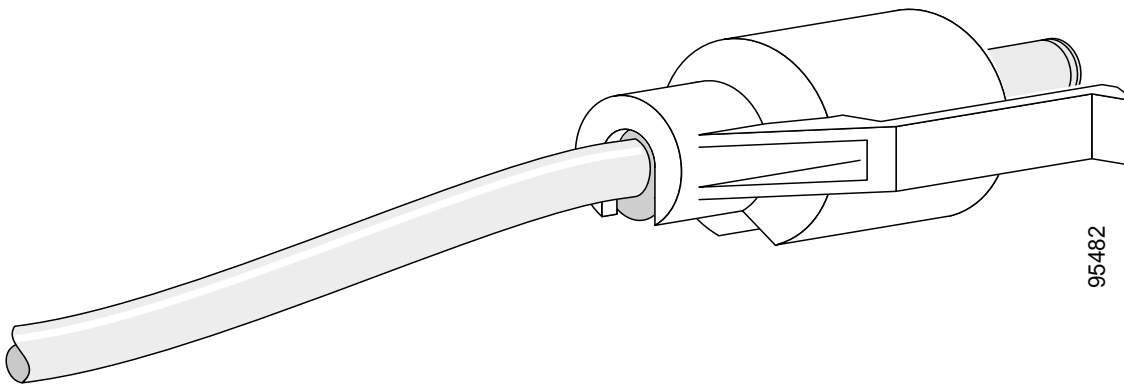


Figure 7 Power Plug in Power Latch Ditch



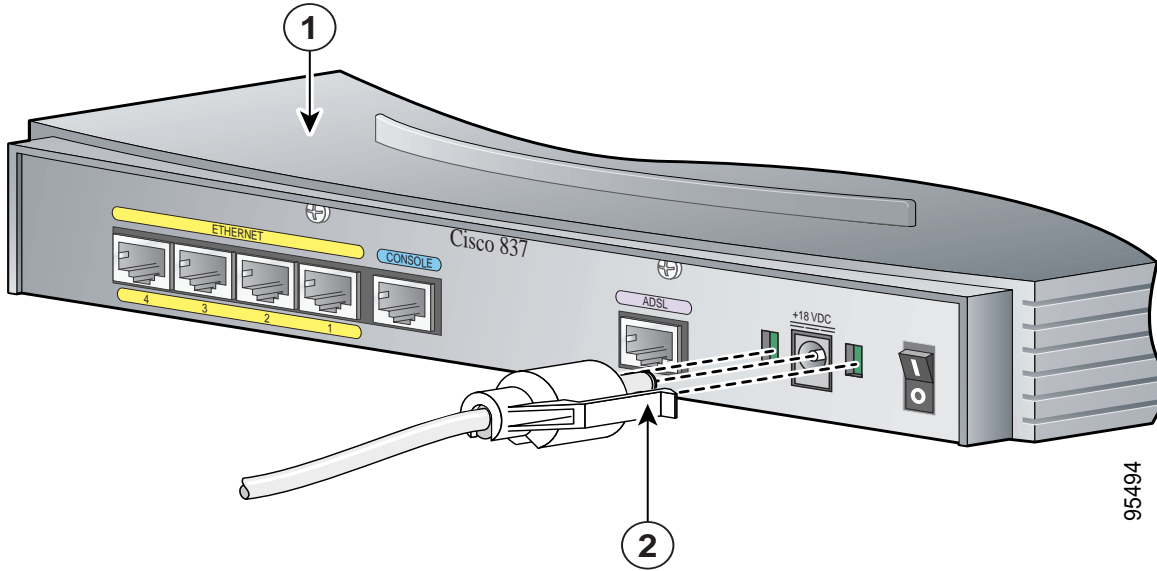
Step 3 Turn the power latch upside down as shown in [Figure 8](#).

Figure 8 Upside-Down Power Latch



Step 4 Connect the plug to the Cisco 837 router as shown in [Figure 9](#).

Figure 9 Connect the Plug to the Cisco 837 Router

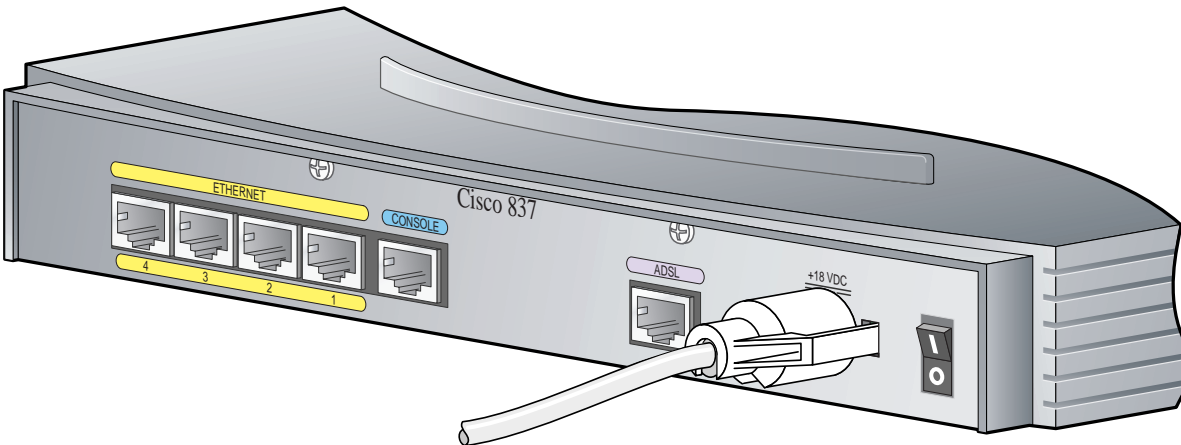


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1	Cisco 837 router	2	Power latch
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- Step 5** Connect the plug to the power jack of the router and hook the latches to the holes on the router as shown in [Figure 10](#). [Figure 10](#) shows a Cisco 837 router, but this step can be applied to the Cisco 831 and 836 routers and Cisco SOHO 91, 96 and 97 routers.
- Step 6** The power plug is connected to the router firmly with the help of power latch as shown in [Figure 10](#).

Figure 10 Power Plug Connects to Router



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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.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco 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 the **Fax** or **Email** option under the “Leave Feedback” at the bottom of the Cisco Documentation home page.

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 Connection Online

Cisco Connection Online (CCO) is Cisco Systems' primary, real-time support channel. Maintenance customers and partners can self-register on CCO to obtain additional information and services.

Available 24 hours a day, 7 days a week, CCO provides a wealth of standard and value-added services to Cisco's customers and business partners. CCO services include product information, product documentation, software updates, release notes, technical tips, the Bug Navigator, configuration notes, brochures, descriptions of service offerings, and download access to public and authorized files.

CCO serves a wide variety of users through two interfaces that are updated and enhanced simultaneously: a character-based version and a multimedia version that resides on the World Wide Web (WWW). The character-based CCO supports Zmodem, Kermit, Xmodem, FTP, and Internet e-mail, and it is excellent for quick access to information over lower bandwidths. The WWW version of CCO provides richly formatted documents with photographs, figures, graphics, and video, as well as hyperlinks to related information.

You can access CCO in the following ways:

- WWW: <http://www.cisco.com>
- WWW: <http://www-europe.cisco.com>
- WWW: <http://www-china.cisco.com>
- Telnet: cco.cisco.com
- Modem: From North America, 408 526-8070; from Europe, 33 1 64 46 40 82. Use the following terminal settings: VT100 emulation; databits: 8; parity: none; stop bits: 1; and connection rates up to 28.8 kbps.

For a copy of CCO's Frequently Asked Questions (FAQ), contact cco-help@cisco.com. For additional information, contact cco-team@cisco.com.



Note

If you are a network administrator and need personal technical assistance with a Cisco product that is under warranty or covered by a maintenance contract, contact Cisco's Technical Assistance Center (TAC) at 800553-2447, 408526-7209, or tac@cisco.com. To obtain general information about Cisco Systems, Cisco products, or upgrades, contact 800553-6387, 408526-7208, or csrep@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, 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.

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