



Guide to Cisco Conferencing Documentation and Support

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This guide contains the following information:

- [About Cisco Conferencing Documentation and Support, page 2](#)
- [Cisco Conferencing Products, page 2](#)
- [Online Help for Cisco Conferencing Users, page 4](#)
- [Documentation Conventions, page 4](#)
- [Searching for Technical Documentation on Cisco.com, page 6](#)
- [Obtaining Documentation, page 7](#)
- [Documentation Feedback, page 8](#)
- [Cisco Product Security Overview, page 8](#)
- [Obtaining Technical Assistance, page 9](#)
- [Obtaining Additional Publications and Information, page 10](#)
- [Copyright, License, and Trademark Acknowledgements, page 11](#)



Corporate Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

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About Cisco Conferencing Documentation and Support

This document provides one location for accessing Cisco Conferencing documentation and related information.

When a new Cisco Conferencing product is released, or documents undergo major revisions, the documents are listed in the monthly *What's New in Cisco Documentation* at this URL:

<http://www.cisco.com/univercd/cc/td/doc/abtunicd/136957.htm>

- The most current Cisco Unified MeetingPlace documentation is available online at this URL:
http://www.cisco.com/en/US/products/sw/ps5664/ps5669/tsd_products_support_series_home.html
- The most current Cisco Unified MeetingPlace Express documentation is available online at this URL:
http://www.cisco.com/en/US/products/ps6533/tsd_products_support_series_home.html
- The most current Cisco Unified Videoconferencing 3500 Series product documentation is available online at this URL:
http://www.cisco.com/en/US/products/hw/video/ps1870/tsd_products_support_series_home.html
- The most current Cisco Unified Videoconferencing Manager product documentation is available online at this URL:
http://www.cisco.com/en/US/products/ps7088/tsd_products_support_series_home.html

Cisco Conferencing Products

- [Cisco Unified MeetingPlace, page 2](#)
- [Cisco Unified MeetingPlace Express, page 3](#)
- [Cisco Unified Videoconferencing 3500 Series, page 3](#)
- [Cisco Unified Videoconferencing Manager, page 4](#)

**Note**

Before you install or upgrade your Cisco Conferencing product, make sure that you read the release notes and other relevant documentation for that product.

Cisco Unified MeetingPlace

The following document provides an overview of Cisco Unified MeetingPlace.

- Read Me First: Installation Planning Guide for Cisco Unified MeetingPlace
http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_installation_guides_list.html

The following documents are listed by document type. Choose a document type; then, go to the URL. Scroll through the webpage to locate the document for your product (for example: Cisco Unified MeetingPlace Web Conferencing).

- Release Notes
Provides information about system requirements, new features, documentation errata, and open and resolved caveats.

- http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_release_notes_list.html
- Design Guides and Technical Notes
http://www.cisco.com/en/US/products/sw/ps5664/ps5669/tsd_products_support_design.html
- Installation and Upgrade Guides
http://www.cisco.com/en/US/products/sw/ps5664/ps5669/tsd_products_support_install_and_upgrade.html
- Configuration Guides and Technical Notes
http://www.cisco.com/en/US/products/sw/ps5664/ps5669/tsd_products_support_configure.html
- Maintain and Operate Guides
Provides system administrators with information about how to maintain and operate Cisco Unified MeetingPlace products.
http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_maintenance_guides_list.html
- User Guides
Provides end-users with detailed step-by-step instructions on how to use certain Cisco Unified MeetingPlace products. The following link provides access to User Guides, Quick Start Guides and Wallet Cards.
http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_user_guide_list.html
- Localization Procedure for Cisco Unified MeetingPlace Audio Server
http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_installation_guides_list.html
- PCI Server to Cisco Unified MeetingPlace 8100 Series Server Upgrade Procedure for Cisco Unified MeetingPlace Audio Server
http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_installation_guides_list.html
- Cisco Unified MeetingPlace Audio Server Field Replaceable Units
<http://www.cisco.com/univercd/cc/td/doc/product/conf/mtgplace/fru/index.htm>
- Troubleshooting Guides and Alerts
http://www.cisco.com/en/US/products/sw/ps5664/ps5669/tsd_products_support_troubleshoot_and_alerts.html
- Regulatory Compliance and Safety Information for Cisco Unified MeetingPlace 8100 Series
<http://www.cisco.com/univercd/cc/td/doc/product/conf/mtgplace/rcsi/index.htm>

Cisco Unified MeetingPlace Express

The following document provides an overview of Cisco Unified MeetingPlace Express documentation:

- Read Me First: Cisco Unified MeetingPlace Express Documentation Guide
http://www.cisco.com/en/US/products/ps6533/products_documentation_roadmaps_list.html

Cisco Unified Videoconferencing 3500 Series

The following document provides information about Cisco Unified Videoconferencing documentation:

- Documentation Guide for Cisco Unified Videoconferencing

http://www.cisco.com/en/US/products/ps7088/products_documentation_roadmaps_list.html

Cisco Unified Videoconferencing Manager

The following document provides information about Cisco Unified Videoconferencing Manager documentation:

- Documentation Guide for Cisco Unified Videoconferencing

http://www.cisco.com/en/US/products/ps7088/products_documentation_roadmaps_list.html

Online Help for Cisco Conferencing Users

The following online help applications provide end-users with information about how to use particular Cisco Conferencing products.

- Cisco Unified MeetingPlace Web Conferencing Online Help—Contains complete information about how to use Cisco Unified MeetingPlace Web Conferencing.
- Cisco Unified MeetingPlace for Outlook Online Help—Contains complete information about how to use Cisco Unified MeetingPlace for Outlook.
- Cisco Unified MeetingPlace Reference Center—A self-service website that is designed to assist you with Cisco Unified MeetingPlace functionality. This customizable rollout tool is included with Cisco Unified MeetingPlace Web Conferencing.
- Cisco Unified MeetingPlace Express Online Help—Contains complete information about how to use Cisco Unified MeetingPlace Express.

Documentation Conventions

The following conventions are used in Cisco Conferencing documentation:

| Convention | Description |
|---------------|--|
| bold | Commands that you must enter exactly as shown. |
| <i>italic</i> | Arguments for which you supply values. |
| [] | Elements that are optional. |
| string | A set of characters that you enter. Do not use quotation marks around the string or the string will include the quotation marks. |
| screen | Information that appears on the screen. |
| ^ | Control key—for example, ^D means press the Control and D keys simultaneously. |
| < > | Nonprinting characters, such as passwords. |



Note

Contains important information.

**Tip**

This action saves time and is useful.

**Caution**

Be careful. This action can result in equipment damage or loss of data.

**Warning**

This warning symbol means *danger*. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. To see translations of the warnings that appear in this publication, refer to the *Regulatory Compliance and Safety Information* document that accompanied this device.

Waarschuwing

Dit waarschuwingssymbool betekent gevaar. U verkeert in een situatie die lichamelijk letsel kan veroorzaken. Voordat u aan enige apparatuur gaat werken, dient u zich bewust te zijn van de bij elektrische schakelingen betrokken risico's en dient u op de hoogte te zijn van standaard maatregelen om ongelukken te voorkomen. Voor vertalingen van de waarschuwingen die in deze publicatie verschijnen, kunt u het document *Regulatory Compliance and Safety Information* (Informatie over naleving van veiligheids- en andere voorschriften) raadplegen dat bij dit toestel is gesloten.

Varoitus

Tämä varoitusmerkki merkitsee vaaraa. Olet tilanteessa, joka voi johtaa ruumiinvammaan. Ennen kuin työskentelet minkään laitteiston parissa, ota selvää sähkökytkentöihin liittyvistä vaaroista ja tavanomaisista onnettomuuksien ehkäisykeinoista. Tässä julkaisussa esiintyvien varoitusten käännökset löydät laitteen mukana olevasta *Regulatory Compliance and Safety Information* -kirjasesta (määräysten noudattaminen ja tietoa turvallisuudesta).

Attention

Ce symbole d'avertissement indique un danger. Vous vous trouvez dans une situation pouvant causer des blessures ou des dommages corporels. Avant de travailler sur un équipement, soyez conscient des dangers posés par les circuits électriques et familiarisez-vous avec les procédures couramment utilisées pour éviter les accidents. Pour prendre connaissance des traductions d'avertissements figurant dans cette publication, consultez le document *Regulatory Compliance and Safety Information* (Conformité aux règlements et consignes de sécurité) qui accompagne cet appareil.

Warnung

Dieses Warnsymbol bedeutet Gefahr. Sie befinden sich in einer Situation, die zu einer Körperverletzung führen könnte. Bevor Sie mit der Arbeit an irgendeinem Gerät beginnen, seien Sie sich der mit elektrischen Stromkreisen verbundenen Gefahren und der Standardpraktiken zur Vermeidung von Unfällen bewußt. Übersetzungen der in dieser Veröffentlichung enthaltenen Warnhinweise finden Sie im Dokument *Regulatory Compliance and Safety Information* (Informationen zu behördlichen Vorschriften und Sicherheit), das zusammen mit diesem Gerät geliefert wurde.

Avvertenza

Questo simbolo di avvertenza indica un pericolo. La situazione potrebbe causare infortuni alle persone. Prima di lavorare su qualsiasi apparecchiatura, occorre conoscere i pericoli relativi ai circuiti elettrici ed essere al corrente delle pratiche standard per la prevenzione di incidenti. La traduzione delle avvertenze riportate in questa pubblicazione si trova nel documento *Regulatory Compliance and Safety Information* (Conformità alle norme e informazioni sulla sicurezza) che accompagna questo dispositivo.

| | |
|----------------------|--|
| Advarsel | Dette varselsymbolet betyr fare. Du befinner deg i en situasjon som kan føre til personskade. Før du utfører arbeid på utstyr, må du være oppmerksom på de faremomentene som elektriske kretser innebærer, samt gjøre deg kjent med vanlig praksis når det gjelder å unngå ulykker. Hvis du vil se oversettelser av de advarslene som finnes i denne publikasjonen, kan du se i dokumentet <i>Regulatory Compliance and Safety Information</i> (Overholdelse av forskrifter og sikkerhetsinformasjon) som ble levert med denne enheten. |
| Aviso | Este símbolo de aviso indica perigo. Encontra-se numa situação que lhe poderá causar danos físicos. Antes de começar a trabalhar com qualquer equipamento, familiarize-se com os perigos relacionados com circuitos eléctricos, e com quaisquer práticas comuns que possam prevenir possíveis acidentes. Para ver as traduções dos avisos que constam desta publicação, consulte o documento <i>Regulatory Compliance and Safety Information</i> (Informação de Segurança e Disposições Reguladoras) que acompanha este dispositivo. |
| ¡Advertencia! | Este símbolo de aviso significa peligro. Existe riesgo para su integridad física. Antes de manipular cualquier equipo, considerar los riesgos que entraña la corriente eléctrica y familiarizarse con los procedimientos estándar de prevención de accidentes. Para ver una traducción de las advertencias que aparecen en esta publicación, consultar el documento titulado <i>Regulatory Compliance and Safety Information</i> (Información sobre seguridad y conformidad con las disposiciones reglamentarias) que se acompaña con este dispositivo. |
| Varning! | Denna varningssymbol signalerar fara. Du befinner dig i en situation som kan leda till personskada. Innan du utför arbete på någon utrustning måste du vara medveten om farorna med elkretsar och känna till vanligt förfarande för att förebygga skador. Se förklaringar av de varningar som förkommer i denna publikation i dokumentet <i>Regulatory Compliance and Safety Information</i> (Efterrättelse av föreskrifter och säkerhetsinformation), vilket medföljer denna anordning. |

Searching for Technical Documentation on Cisco.com

When you perform a basic search on Cisco.com, the search engine adds “and” between your search terms, ignores case, and searches only for pages that exactly match your search terms while disallowing stemming or wildcard searches.

To obtain the best documentation-related search results, we recommend that you specify the following information:

- Limit your search to Technical Support & Documentation by selecting this option from the drop-down list beneath the search box.
- Include the product, component, and software release number, such as MeetingPlace Directory Services 5.3.
- Use the noun form when you search for task-related documentation, such as installation or installing.

For more information about the search engine or for additional search tips, go to [Cisco.com](https://www.cisco.com), click **Help**, and choose **Search Help**.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

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

Product Documentation DVD

Cisco documentation and additional literature are available in the Product Documentation DVD package, which may have shipped with your product. The Product Documentation DVD is updated regularly and may be more current than printed documentation.

The Product Documentation DVD is a comprehensive library of technical product documentation on portable media. The DVD enables you to access multiple versions of hardware and software installation, configuration, and command guides for Cisco products and to view technical documentation in HTML. With the DVD, you have access to the same documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .pdf versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD=) from Cisco Marketplace at this URL:

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

Ordering Documentation

Beginning June 30, 2005, registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

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

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at tech-doc-store-mkpl@external.cisco.com or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can send comments about Cisco documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

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

We appreciate your comments.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

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

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- Nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

**Tip**

We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

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

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

**Note**

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

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

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>
- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>
or view the digital edition at this URL:
<http://ciscoiq.texterity.com/ciscoiq/sample/>
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
<http://www.cisco.com/ipj>
- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:
<http://www.cisco.com/en/US/products/index.html>
- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:
<http://www.cisco.com/discuss/networking>
- World-class networking training is available from Cisco. You can view current offerings at this URL:
<http://www.cisco.com/en/US/learning/index.html>

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The following information is for FCC compliance of Class A devices: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case users will be required to correct the interference at their own expense.

The following information is for FCC compliance of Class B devices: The equipment described in this manual generates and may radiate radio-frequency energy. If it is not installed in accordance with Cisco's installation instructions, it may cause interference with radio and television reception. This equipment has been tested and found to comply with the limits for a Class B digital device in accordance with the specifications in part 15 of the FCC rules. These specifications are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation.

Modifying the equipment without Cisco's written authorization may result in the equipment no longer complying with FCC requirements for Class A or Class B digital devices. In that event, your right to use the equipment may be limited by FCC regulations, and you may be required to correct any interference to radio or television communications at your own expense.

You can determine whether your equipment is causing interference by turning it off. If the interference stops, it was probably caused by the Cisco equipment or one of its peripheral devices. If the equipment causes interference to radio or television reception, try to correct the interference by using one or more of the following measures:

- Turn the television or radio antenna until the interference stops.
- Move the equipment to one side or the other of the television or radio.
- Move the equipment farther away from the television or radio.
- Plug the equipment into an outlet that is on a different circuit from the television or radio. (That is, make certain the equipment and the television or radio are on circuits controlled by different circuit breakers or fuses.)

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