



## Preface

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This preface discusses the audience, organization, and conventions of this publication and describes how to obtain additional documentation.

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## Related Documentation

The Cisco IOS software running your Cisco Voice Gateway includes extensive features and functionality. For information that is beyond the scope of this document, or for additional information, use the resources listed here:

- *Cisco VG310 and Cisco VG320 Voice Gateways Regulatory Compliance and Safety Information*—Provides essential safety information applicable to your Cisco VG310 or Cisco VG320 and contains multiple-language translations of the safety warnings applicable to the device.
- *Cisco VG310 and Cisco VG320 Voice Gateways Software Configuration Guide*— Provides detailed configuration information about the Cisco VG310 and Cisco VG320 voice gateways.
- Release Notes—Provides up-to-date information about Cisco IOS software releases used in Cisco VG310 and Cisco VG320 voice gateways.
- Installing and Replacing Field Replaceable Units in Cisco VG310 and Cisco VG320 Voice Gateways—This document is intended for trained and qualified service personnel. This document describes how to install field-replaceable units (FRUs) in the Cisco VG310 and Cisco VG320 voice gateways.

## Obtaining Documentation

Cisco documentation is 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:

<http://www.cisco.com/cisco/web/psa/default.html?mode=prod>

You can access the Cisco website at:

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

You can access international Cisco websites at:

<http://www.cisco.com/web/siteassets/locator/index.html>

**Ordering Documentation**

Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

<http://www.cisco.com/web/ordering/root/index.html>

Non-registered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

## Conventions

This document use the following conventions: Cisco

**Note**

Means *reader take note*. Notes contain helpful suggestions or references to materials that may not be contained in this manual.

**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

**Safety Warnings**

Safety warnings appear throughout this publication in procedures that, if performed incorrectly, might harm you. A warning symbol precedes each warning statement. The safety warnings provide safety guidelines that you should follow when working with any equipment that connects to electrical power or telephone wiring. Warnings are translated into several languages. For information about compliance guidelines and translated safety warnings, refer to the Regulatory Compliance and Safety Information document for the Cisco VG310 and Cisco VG320 Voice Gateways.

**Warning****IMPORTANT SAFETY INSTRUCTIONS**

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. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device. Statement 1071

SAVE THESE INSTRUCTIONS

## Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

**Cisco Technical Support Website**

The Cisco Technical Support 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, 365 days a year at this URL:

<http://www.cisco.com/cisco/web/support/index.html>

Access to all tools on the Cisco Technical Support 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:

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

## 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 automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at:

<https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>

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 TAC 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:

<http://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html>.

## 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, and logo merchandise. Visit Cisco Marketplace, the company store, at: <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: <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: <http://www.cisco.com/packet>.
- 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: <http://www.cisco.com/ipj>.
- World-class networking training is available from Cisco. You can view current offerings at: <http://www.cisco.com/web/learning/index.html>.