



## DATA SHEET

# CISCO 1800 SERIES INTEGRATED SERVICES ROUTERS: CISCO 1841 ROUTER (MODULAR)

Cisco Systems® is redefining best-in-class enterprise and small- to-medium-sized business routing with a new line of integrated services routers that are optimized for the secure, wire-speed delivery of concurrent data, voice, and video services. Founded on 20 years of leadership and innovation, the modular Cisco® 1800 Series of integrated services routers (refer to Figure 1) intelligently embed data and security into a single, resilient system for fast, scalable delivery of mission-critical business applications. The best-in-class Cisco 1800 Series architecture has been specifically designed to meet requirements of small-to-medium-sized businesses, small enterprise branch offices, and service provider-managed services applications for delivery of concurrent services at wire-speed performance. The integrated secure systems architecture of the Cisco 1800 Series delivers maximum business agility and investment protection.

## PRODUCT OVERVIEW

Cisco 1800 Series integrated services routers are the next evolution of the award-winning Cisco 1700 Series modular access routers. The Cisco 1841 router (Figure 1) is designed for secure data connectivity and provides significant additional value compared to prior generations of Cisco 1700 Series routers by offering more than a fivefold performance increase, integrated hardware-based encryption enabled by an optional Cisco IOS® Software security image, and a dramatic increase in interface card slot performance and density while maintaining support for more than 30 existing WAN interface cards (WICs) and multiflex trunk cards (voice/WICs [VWICs]—for data only on the Cisco 1841 router) of the Cisco 1700 Series.

The Cisco 1841 router features secure, fast, and high-quality delivery of multiple, concurrent services for small-to-medium-sized businesses and small enterprise branch offices. The Cisco 1841 router offers embedded hardware-based encryption enabled by an optional Cisco IOS Software security image; further enhancement of VPN performance with an optional VPN acceleration module; an intrusion prevention system (IPS) and firewall functions; interfaces for a wide range of connectivity requirements, including support for optional integrated switch ports; plus sufficient performance and slot density for future network expansion and advanced applications as well as an integrated real-time clock.

Support of high-density WICs (HWICs) is optional.

**Figure 1**

Cisco 1800 Series Integrated Services Routers



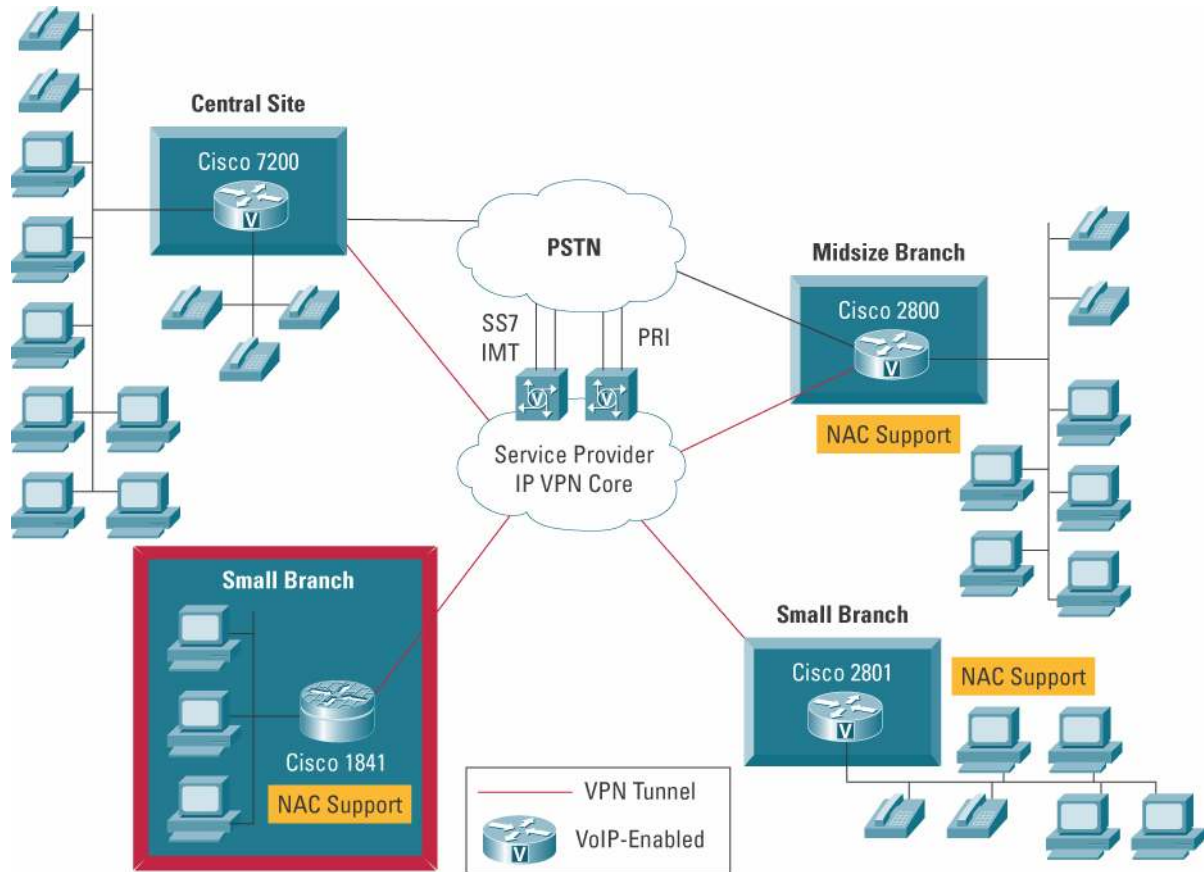
## **APPLICATIONS**

### **Secure Network Connectivity for Data**

Security has become a fundamental building block of any network, and Cisco routers play an important role in embedding security at the customer's access edge. The Cisco IOS Software security feature sets for the Cisco 1841 router that enable the hardware-based encryption on the motherboard provide a robust array of features such as Cisco IOS Firewall, IPS support, IP Security (IPSec) VPNs (Digital Encryption Standard [DES], Triple DES [3DES], and Advanced Encryption Standard [AES]), Dynamic Multipoint VPN (DMVPN), network admissions control (NAC) for antivirus defense, Secure Shell (SSH) Protocol Version 2.0, and Simple Network Management Protocol (SNMP) in one solution set. In addition, the Cisco 1841 router offers bundled network security solutions with a VPN encryption-acceleration module, making it the industry's most robust and adaptable security solution available for small-to-medium-sized businesses and small enterprise branch offices. As Figure 2 demonstrates, the Cisco 1800 Series routers help enable customers to deliver high-performance, concurrent, mission-critical data applications with integrated, end-to-end security.

**Figure 2**

Secure Network Connectivity with Cisco 1841 Router



### Integrated Services

The new, high-performance and secure integrated services architecture of the Cisco 1841 router (as shown in Figure 2) helps enable customers to deploy simultaneous services such as secured data communications with traditional IP routing at wire-speed performance. By offering a hardware-based encryption on the motherboard that can be enabled with an optional Cisco IOS Software security image and the flexibility to integrate a wide array of services, modules, and interface cards, the Cisco 1841 router helps enable businesses to incorporate the functions of a standalone secure data solution.

### PRIMARY FEATURES AND BENEFITS

#### Architecture Features and Benefits

The Cisco 1841 modular architecture has been specifically designed to meet requirements of small-to-medium-sized businesses and small enterprise branch offices as well as service provider-managed applications for concurrent services at wire-speed performance. The Cisco 1841 router, together with other Cisco integrated services routers such as the Cisco 2800 Series, provide the broadest range of secure connectivity options in the industry combined with availability and reliability features. In addition, Cisco IOS Software provides support for a complete suite of transport protocols, quality of service (QoS), and security. Table 1 gives the architecture features and benefits of the Cisco 1841 router.

**Table 1.** Architecture Features and Benefits of Cisco 1841 Router

Feature	Benefit
High-performance processor	<ul style="list-style-type: none"> <li>Supports concurrent deployment of high-performance, secure data services with headroom for future applications</li> </ul>
Modular architecture	<ul style="list-style-type: none"> <li>Offers wide variety of LAN and WAN options; network interfaces are field-upgradable to accommodate future technologies</li> <li>Provides many types of slots to add connectivity and services in the future on an “integrate-as-you-grow” basis</li> <li>Supports more than 30 modules and interface cards, including existing WAN (WIC) and multiflex (VWIC) interface cards ( for data support only on the Cisco 1841 router) and advanced integration modules (AIMs)</li> </ul>
Integrated hardware-based encryption acceleration	<ul style="list-style-type: none"> <li>Offers cryptography accelerator as standard integrated hardware that can be enabled with an optional Cisco IOS Software for 3DES and AES encryption support</li> <li>Provides enhanced feature set of security performance through support of optional VPN acceleration card for VPN 3DES or AES encryption</li> </ul>
Ample default memory	<ul style="list-style-type: none"> <li>Provides 32 MB of Flash and 128 MB of synchronous dynamic RAM (SDRAM) memory to support deployment of concurrent services</li> </ul>
Integrated dual high-speed Ethernet LAN ports	<ul style="list-style-type: none"> <li>Helps enable connectivity speeds up to 100BASE-T Ethernet technology without the need for cards and modules</li> <li>Allows segmentation of the LAN</li> </ul>
Support for Cisco IOS 12.3T feature sets and beyond	<ul style="list-style-type: none"> <li>Supports the Cisco 1841 router starting with Cisco IOS Software Release 12.3T</li> <li>Helps enable end-to-end solutions with support for latest Cisco IOS Software-based QoS, bandwidth management, and security features</li> </ul>
Integrated standard power supply	<ul style="list-style-type: none"> <li>Provides for easier installation and management of the router platform</li> </ul>

**Modularity Features and Benefits**

The Cisco 1841 router provides enhanced modular capabilities while protecting customer investments. The modular architecture has been designed to provide the increased bandwidth and performance required to support concurrent, secure applications. Most existing WICs, multi-flex trunk interface cards (for data only), and Advanced Integration Modules (AIMs) are supported in the Cisco 1841. Table 2 lists the modularity features and benefits of the Cisco 1841 router.

**Table 2.** Modularity Features and Benefits of Cisco 1841 Router

Feature	Benefit
HWIC slots	<ul style="list-style-type: none"> <li>The modular architecture on the Cisco 1841 router supports HWIC slots. The newly designed high-speed WAN interface slots significantly increase the data-throughput capability (up to 800-Mbps aggregate). A 4-port High-Speed WAN Interface Card (HWIC-4ESW) is supported on the Cisco 1841.</li> <li>Both slots on the Cisco 1841 router are HWIC slots and provide compatibility with WICs and multiflex trunk (VWICs) interface cards (for data only).</li> </ul>
AIM slots (internal)	<ul style="list-style-type: none"> <li>The Cisco 1841 router supports hardware-accelerated encryption through an AIM (AIM-VPN/BPII-PLUS).</li> <li>The Cisco 1841 router has one internal AIM slot.</li> </ul>

## Secure Networking Features and Benefits

The Cisco 1800 Series features a built-in hardware-accelerated encryption on the motherboard that can be enabled with an optional Cisco IOS Software security image. The onboard hardware-based encryption acceleration offloads the encryption processes to provide greater IPSec 3DES and AES throughput. With the integration of optional VPN AIMs, NAC for antivirus defense, and Cisco IOS Software-based firewall and IPS support, Cisco offers the industry's leading robust and adaptable security solution for small to medium-sized businesses and small enterprise branch offices. Table 3 outlines router-integrated security features and benefits.

**Table 3.** Features and Benefits of Secure Networking

Feature	Benefit
Hardware-based encryption on motherboard	<ul style="list-style-type: none"><li>• Support for hardware-based encryption on the Cisco 1841 can be enabled through an optional Cisco IOS Software security image.</li></ul>
AIM-based VPN acceleration	<ul style="list-style-type: none"><li>• Support for an optional dedicated VPN AIM can deliver two to three times the performance of embedded encryption capabilities.</li></ul>
NAC	<ul style="list-style-type: none"><li>• NAC allows network access only to compliant and trusted endpoint devices for antivirus defense.</li></ul>
IPS support	<ul style="list-style-type: none"><li>• Flexible support is provided with Cisco IOS Software.</li><li>• New intrusion-detection-system (IDS) signatures can be dynamically loaded independent of the Cisco IOS Software release.</li></ul>
Cisco Easy VPN remote and server support	<ul style="list-style-type: none"><li>• This feature eases administration and management of point-to-point VPNs by actively pushing new security policies from a single headend to remote sites.</li></ul>
Cisco IOS Firewall, including URL filtering	<ul style="list-style-type: none"><li>• URL filtering support is available with optional Cisco IOS Security Software.</li></ul>
Real-time clock support	<ul style="list-style-type: none"><li>• Real-time clock support keeps an accurate value of date and time for applications that require an accurate time stamp—such as logging, debugging, and digital certificates.</li></ul>
Cisco Router and Security Device Manager (SDM)	<ul style="list-style-type: none"><li>• An intuitive, easy-to-use, Web-based device management tool embedded within the Cisco IOS Software access routers can be accessed remotely for faster and easier deployment of Cisco routers for both WAN access and security features.</li><li>• Cisco SDM helps resellers and customers to quickly and easily deploy, configure, and monitor a Cisco access router without requiring knowledge of the Cisco IOS Software command-line interface.</li></ul>
USB port (1.1)	<ul style="list-style-type: none"><li>• The integrated USB port will be configurable in the future to work with an optional USB token for secure configuration distribution and off-platform storage of VPN credentials.</li></ul>

## Cost of Ownership and Ease of Use

The Cisco 1841 router continues the heritage of offering versatility, integration, and power to small-to-medium-sized businesses and small enterprise branch offices. It offers many enhancements to support the deployment of multiple integrated services in the branch office. Key features and benefits that lower the cost of ownership and improve ease of use are outlined in Table 4.

**Table 4.** Cost of Ownership and Ease of Use—Features and Benefits

Feature	Benefit
Integrated channel service unit (CSU)/data service unit (DSU)	<ul style="list-style-type: none"> <li>This feature consolidates typical communications equipment found in branch-office wiring closets into a single, compact unit. This space-saving solution provides better manageability.</li> </ul>
USB port (1.1)	<ul style="list-style-type: none"> <li>The integrated USB peripheral port is provided to allow future software support for enhanced provisioning and simplified image distribution as well as other functions. These enhancements will aid in reducing support costs and downtime.</li> </ul>
Enhanced Setup feature	<ul style="list-style-type: none"> <li>An optional setup wizard with context-sensitive questions guides the user through the router configuration process, allowing faster deployment.</li> </ul>
CiscoWorks, CiscoWorks VPN/Security Management Solution (VMS) and Cisco IP Solution Center (ISC) support	<ul style="list-style-type: none"> <li>Advanced management and configuration capabilities are offered through a Web-based GUI.</li> </ul>
Cisco AutoInstall	<ul style="list-style-type: none"> <li>This feature configures remote routers automatically across a WAN connection to save the cost of sending technical staff to the remote site.</li> </ul>

**SUMMARY AND CONCLUSION**

As companies increase their security requirements and their need for integrated services, more intelligent office solutions are required. The best-in-class Cisco 1800 Series architecture has been specifically designed to meet these requirements for secure concurrent services at wire-speed performance. The Cisco 1800 Series integrated services routers, consisting of the Cisco 1841 Router, offer the opportunity to consolidate the functions of separate devices into a single, compact solution that can be remotely managed. By providing integrated services, as well as great modular density and high performance, the Cisco 1841 router provides security, versatility, scalability, and flexibility for multiple applications to the small-to-medium-sized office and small enterprise branch office, and the service provider customer edge. The Cisco 1841 router easily accommodates a wide variety of network applications, such as secure branch-office data access including NAC for antivirus defense, VPN access and firewall protection, business-class DSL, IPS support, inter-VLAN routing, and serial device concentration. The Cisco 1841 router provides customers with the industry’s most flexible, secure, and adaptable infrastructure to meet both today’s and tomorrow’s business requirements for maximum investment protection.

**SPECIFICATIONS**

Table 5 gives product specifications of the Cisco 1841 Router.

**Table 5.** Product Specifications of Cisco 1841 Router

Cisco 1800 Series	Cisco 1841
Target Applications	Secure data
<b>Chassis</b>	
Form factor	Desktop, 1-rack-unit (1RU) height (4.75 cm high with rubber feet)
Chassis	Metal
Wall-mountable	Yes
Rack-mountable	No
Dimensions (W x D)	13.5 x 10.8 in. (34.3 x 27.4 cm) Height without rubber feet: 1.73 in. (4.39 cm) Height with rubber feet: 1.87 in. (4.75 cm)

<b>Cisco 1800 Series</b>	<b>Cisco 1841</b>
Weight	Maximum: 6.2 lb (2.8 kg); with interface cards and modules Minimum: 6.0 lb (2.7 kg) (no interface cards and modules)
<b>Architecture</b>	
DRAM	Synchronous dual in-line memory module (DIMM) DRAM
DRAM capacity	Default: 128 MB Maximum: 384 MB
Flash memory	External compact Flash
Flash memory capacity	Default: 32 MB Maximum: 128 MB
Modular slots—total	Two
Modular slots for WAN access	Two
Modular slots for HWICs	Two
Modular slots for voice support	None—The Cisco 1841 does not support voice
Analog and digital voice support	No
VoIP support	Voice-over-IP (VoIP) pass-through only
Onboard Ethernet ports	Two 10/100
Onboard USB ports	One (1.1)
Console port	One—up to 115.2 kbps
Auxiliary port	One—up to 115.2 kbps
Onboard AIM slots	One (internal)
Packet-voice-DSP-module (PVDm) slots on motherboard	None—The Cisco 1841 does not support voice
Integrated hardware-based encryption on motherboard	Yes
Encryption support in software and hardware by default	DES, 3DES, AES 128, AES 192, AES 256
<b>Power Supply Specifications</b>	
Internal power supply	Yes
Redundant power supply	No
DC power support	No
AC input voltage	100 to 240 VAC
Frequency	50 to 60 Hz
AC input current	1.5A maximum
Output power	50W (maximum)
<b>System Power Dissipation</b>	
	153 BTU/hr
<b>Software Support</b>	

<b>Cisco 1800 Series</b>	<b>Cisco 1841</b>
First Cisco IOS Software release	12.3(8)T
Cisco IOS Software default image	IP BASE
<b>Environmental</b>	
Operating temperature	32 to 104°F (0 to 40°C)
Operating humidity	10 to 85% noncondensing operating; 5 to 95% noncondensing, nonoperating
Nonoperating Temperature	-4 to 149°F (-25 to 65°C)
Operating altitude	10,000 feet (3000 meters) @ 77°F (25°C)
Noise level	Normal operating temperature: <78° F/25.6°C : 34 dBA >78°F/25.6°C through <104°F/40°C: 37 dBA >104°F/40°C: 42 dBA
<b>Regulatory Compliance</b>	
Safety	UL60950-1 CAN/CSA 60950-1 AS 3260 EN60950-1
EMI	EN 55022, 1998, class A CISPR22, 1997, class A CFR47, Part 15, Subpart B, 1995, class A EN61000-3-2 Harmonic Current Emission (only for equipment >75W but <16A) EN61000-3-3 Voltage Fluctuation and Flicker (only for equipment ≤16A)
Immunity	CISPR24, 1997 ITE-Immunity characteristics, Limits and methods of measurement EN 55024,1998 ITE-Immunity characteristics, Limits and methods of measurement EN50082-1, 1997 Electromagnetic compatibility—Generic immunity standard, Part 1 EN 300 386, 1997 Telecommunications network equipment EMC requirements The requirements are covered by the following standards: IEC 61000-4-2:1995 Immunity to Electrostatic Discharges IEC 61000-4-3:1995 Immunity to Radio Frequency Electromagnetic Fields IEC 61000-4-4:1995 Immunity to Electrical Fast Transients IEC 61000-4-5:1995 Immunity to Power Line Transients (Surges) IEC 61000-4-6:1996 Immunity to Radio Frequency Induced Conducted Disturbances IEC 61000-4-11:1995 Immunity to Voltage Dips, Voltage Variations, and Short Voltage Interruptions
Network homologation	USA—TIA-968-A, T1.TRQ.6-2001 Canada—CS-03 European Union—RTTE Directive 5/99 Argentina—CTR 21 Australia—AS/ACIF S002, S003, S016 , S031, 3043

Cisco 1800 Series	Cisco 1841
	Brazil—225-540-788, CTR3, 225-100-717 Edition 3, NET 001/92 1990
	China—ITU-G.992.1, ITU-G.992.1, ITU-G.991.2, CTR3, ITU I.431 1993
	Hong Kong—HKTA 2033, HKTA 2033, HKTA 2014, HKTA 2017 Issue 3 2003, HKTA 2011 Issue 1, HKTA 2011 Issue 2, HKTA 2013 Issue 1
	India—I_DCA_18_02_Jun_99-199, S/ISN-01/02 Issue 1999 S/ISN-02 1 1998, IR/PRI-01/02 Issue 1 1998, S/INT-2W/02 MAY 2001, S/INT-2W/02 MAY 2001
	Israel—U.S. approval accepted
	Japan—Technical condition (DoC acceptance in process)
	Korea—U.S. approval accepted
	Mexico—U.S. approval accepted
	New Zealand—PTC 270/272, CTR 3, ACA 016 Revision 4 1997, PTC 200
	Singapore—IDA TS ADSL1 Issue 1, IDA TS ADSL 2, IDA TS HDSL, IDA TS ISDN 1 Issue 1 1999, IDA TS ISDN 3 Issue 1 1999, IDA TS PSTN 1 Issue 4 , IDA TS PSTN 1 Issue 4, IDA TS PSTN 1 Issue 4
	South Africa—U.S. approval accepted
	Taiwan—U.S. approval accepted

## Modular Support

Table 6 gives the modules and interface cards that the Cisco 1841 router supports.

**Table 6.** Modules and Interface Cards the Cisco 1841 Router Supports

Items	Description	Cisco 1841
<b>Ethernet Switching HWICs</b>		
HWIC-4ESW	4-port single-wide 10/100 BaseT Ethernet switch HWIC	√
<b>Serial WICs</b>		
WIC-1T	1-port serial WIC	√
<a href="#">WIC-2T</a>	2-port serial WIC	√
<a href="#">WIC-2A/S</a>	2-port asynchronous or synchronous serial WIC	√
<b>CSU/DSU WICs</b>		
<a href="#">WIC-1DSU-T1-V2</a>	1-port T1/Fractional-T1 CSU/DSU WIC	√
<a href="#">WIC-1DSU-56K4</a>	1-port 4-wire 56-/64-kbps CSU/DSU WIC	√
<b>ISDN BRI WICs</b>		
<a href="#">WIC-1B-U-V2</a>	1-port ISDN Basic Rate Interface (BRI) with integrated NT1 (U interface)	√
WIC-1B-S/T-V3	1-port ISDN BRI with S/T interface	√
<b>DSL WICs</b>		
<a href="#">WIC-1ADSL</a>	1-port asymmetric DSL (ADSL) over basic-telephone-service WIC	√
<a href="#">WIC-1ADSL-DG</a>	1-port ADSL over basic telephone service with dying-gasp <sup>1</sup> WIC	√
<a href="#">WIC-1ADSL-I-DG</a>	1-port ADSL over ISDN with dying-gasp <sup>1</sup> WIC	√

<sup>1</sup> Feature that provides a signal to indicate that DSL line is down.

Items	Description	Cisco 1841
<a href="#">WIC-1SHDSL</a>	1-port G.shdsl WIC (two wire only)	√
<a href="#">WIC-1SHDSL-V2</a>	1-port G.shdsl WIC (two or four wire)	In first half of 2005
<b>Analog Modem WICs</b>		
WIC-1AM	1-port analog modem WIC	√
WIC-2AM	2-port analog modem WIC	√
<b>T1, E1, and G.703 VWICs</b>		
<a href="#">VWIC-1MFT-T1</a>	1-port RJ-48 multiflex trunk—T1	√ (data only)
<a href="#">VWIC-2MFT-T1</a>	2-port RJ-48 multiflex trunk—T1	√ (data only)
<a href="#">VWIC-2MFT-T1-DI</a>	2-port RJ-48 multiflex trunk—T1 with drop and insert	√ (data only)
<a href="#">VWIC-1MFT-E1</a>	1-port RJ-48 multiflex trunk—E1	√ (data only)
<a href="#">VWIC-1MFT-G703</a>	1-port RJ-48 multiflex trunk—G.703	√ (data only)
<a href="#">VWIC-2MFT-E1</a>	2-port RJ-48 multiflex trunk—E1	√ (data only)
<a href="#">VWIC-2MFT-E1-DI</a>	2-port RJ-48 multiflex trunk—E1 with drop and insert	√ (data only)
<a href="#">VWIC-2MFT-G703</a>	2-port RJ-48 multiflex trunk—G.703	√ (data only)
<b>AIMs</b>		
AIM-VPN/BPII-PLUS	Enhanced-performance DES, 3DES, AES, and compression VPN encryption AIM	√

Table 7 lists the modules and cards not supported on the Cisco 1800 Series.

**Table 7.** Modules and Cards Not Supported on Cisco 1841 Router

Item	Cisco 1841	Replacement
<b>Data</b>		
WIC-1DSU-T1	No	WIC-1DSU-T1-V2
WIC-1B-S/T	No	WIC-1B-S/T-V3
WIC-1B-U	No	WIC-1B-U-V2
WIC-1ENET	No	None; Cisco 1841 has two integrated Fast Ethernet 10/100BASE-T ports
WIC-4ESW	No	4-port HWICs (Ethernet switching)
WIC-1SHDSL-V2	Planned for Q1 CY '05	Support for WIC-1SHDSL
<b>VPN Module</b>		
MOD1700-VPN	No	AIM-VPN/BPII-PLUS

**Availability**

The Cisco 1800 Series currently consisting of the Cisco 1841 router will be orderable on September 16, 2004, with first customer shipments expected on September 30, 2004.

**ORDERING INFORMATION**

To place an order, visit the [Cisco Ordering Home Page](#).

For more information about the Cisco 1800 Series, including Cisco 1700 Series to Cisco 1800 Series migration aids, visit [www.cisco.com/go/1800](http://www.cisco.com/go/1800).

Table 8 gives ordering information for the Cisco 1841 Router.

**Table 8.** Ordering Information for Cisco 1841 Router

Product Number	Product Description
<b>Configurable Base Chassis</b>	
Cisco 1841	Modular router with 2 WAN slots, desktop form factor chassis, IP BASE Cisco IOS Software image, 2 Fast Ethernet slots, 32-MB Flash, and 128-MB DRAM

For Cisco 1841 Security, DSL, and other bundle solutions, contact your Cisco representative or go to [www.cisco.com/go/1800](http://www.cisco.com/go/1800).

To download the Cisco IOS Software for the Cisco 1800 Series, visit the [Cisco Software Center](#).

Table 9 gives the Cisco IOS Software images for the Cisco 1841 router.

**Table 9.** Cisco IOS Software Images for the Cisco 1841 Router

Cisco 1841	Images	First Cisco IOS Software Release
<b>Image Name</b>		
Default image: c1841-ipbase	IP BASE	12.3(8)T
c1841-advsecurityk9	ADVANCED SECURITY	12.3(8)T
c1841-entbase	ENTERPRISE BASE	12.3(8)T
c1841-entservicesk9-mz	ENTERPRISE SERVICES	12.3(8)T
c1841-advipservicesk9-mz	ADVANCED IP SERVICES	12.3(8)T
c1841-adventerprisek9-mz	ADVANCED ENTERPRISE SERVICES	12.3(8)T
c1841-spservicesk9	SP SERVICES	12.3(8)T

## SERVICE AND SUPPORT

Leading-edge technology deserves leading-edge support. Cisco offers a wide range of services programs to accelerate customer success. These innovative services programs are delivered through a unique combination of people, processes, tools, and partners, resulting in high levels of customer satisfaction. Cisco services help you protect your network investment, optimize network operations, and prepare your network for new applications to extend network intelligence and the power of your business.

Cisco SMARTnet<sup>®</sup> technical support for the Cisco 1800 integrated services routers is available on a one-time or annual contract basis. Support options range from help-desk assistance to proactive, onsite consultation.

All support contracts include:

- Major Cisco IOS Software updates in protocol, security, bandwidth, and feature improvements
- Full access rights to Cisco.com technical libraries for technical assistance, electronic commerce, and product information
- Twenty-four-hour-a-day access to the industry's largest dedicated technical support staff

For more information about Cisco Services, refer to [Cisco Technical Support Services](#) or Cisco Advanced Services.

## FOR MORE INFORMATION

For more information about the Cisco 1800 Series Integrated Services Router, visit [www.cisco.com/go/1800](http://www.cisco.com/go/1800) or contact your local account representative.

For more information about Cisco products, contact:

United States and Canada: 800 553-NETS (6387)

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