For
Small
Business

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# Cisco Catalyst 2960-C Series Compact Switches

## Extend Your Network Wherever You Want

Today's innovative technologies have helped small and medium-sized businesses (SMBs) become more competitive than ever before. However, taking advantage of these technologies can be challenging if there are space and power issues that limit a business's ability to extend network services and application accessibility onsite. Workspaces such as a doctor's front office, classroom, cruise ship, or any other space and wiring-constrained environments need access to secure, high-performing, and highly reliable networking solutions.

The Cisco® Catalyst® 2960-C Series Switches are compact Ethernet switches that deliver enhanced switching services and support technologies such as IP communications, wireless networking, and IP video surveillance for growing SMBs. These switches extend the network to constrained work environments, delivering the performance, availability, and manageability that workplaces demand where they need it most (Figure 1).

**Figure 1.**    Cisco 2960-C Series Compact Switches



The Cisco Catalyst 2960-C Series Compact Switches provide the following:

- Fast Ethernet or Gigabit Ethernet connectivity to the desktop delivers superior application performance.
- Power over Ethernet (PoE) pass-through allows the switch to operate in areas with limited available power supply.
- Robust security capabilities, including identity services, protect your critical assets.
- Quality-of-service (QoS) intelligence prioritizes traffic from different applications and optimizes bandwidth in your network.
- Management is simple and scalable through a command-line interface (CLI) or the GUI-based Cisco Network Assistant with Cisco Smartports interface.

- Fanless, silent operations allow the switch to transparently blend into your work environment.
- The switch offers USB storage for file backup, distribution, and simplified operations.
- You can get an enhanced limited lifetime hardware warranty (E-LLW) with next-business-day (NBD) advance hardware replacement and 90-day access to Cisco Technical Assistance (TAC) support.

## Features and Benefits

The Cisco Catalyst 2960-C Series Compact Series Switches offer the following benefits:

- **Flexible deployment with PoE pass-through:** An industry first, this innovative feature draws power from a PoE switch and passes it through the Cisco Catalyst 2960-C Switch to power network-attached devices, decreasing the number of power outlets needed and simplifying the amount of wiring needed onsite.  For example, a clothing boutique may want to connect a checkout station, IP phone, and digital signage to its network in a space that has limited available power outlets. The Cisco Catalyst 2960-C Series Switch makes it possible to connect all these devices with its PoE pass-through capability to help ensure that the business can operate productively and efficiently.

- **PoE:** PoE simplifies advanced technology deployments such as wireless LANs (WLANs), IP telephony systems, and IP video surveillance cameras by allowing you to connect and power network devices over a single Ethernet cable. The switches also provide intelligent, integrated PoE management features that give you greater visibility into and control over your power usage, allowing you to streamline interoperability in multivendor networks.

- **Cisco EnergyWise technology and efficient operation:** Cisco EnergyWise is an innovative technology embedded in the Cisco Catalyst 2960-C Series Switches that measures the power consumption of the network infrastructure and network-attached devices. The network discovers Cisco EnergyWise-manageable devices, monitors their power consumption, and takes action based on business rules to reduce power consumption. In addition, these switches optimize power use by reducing powering to ports not in use. Together, Cisco EnergyWise technology and the Cisco Catalyst 2960-C Series Switches help reduce greenhouse gas emissions, optimize power consumption, and reduce energy costs without compromising performance.

- **Ease of operation:** The Cisco Catalyst 2960-C Series Switches help reduce operating costs with built-in capabilities that make these switches easy to use. The switches support Cisco Catalyst Smart Operations, a comprehensive set of capabilities that simplify LAN deployment and configuration with zero-touch deployments and easy troubleshooting. Cisco Catalyst Smart Operations includes Cisco Smart Install, Cisco Auto Smartports, Cisco Smart Configuration, and Cisco Smart Troubleshooting.

  ◦ Cisco Smart Install automatically configures the Cisco IOS® Software image and switch configurations without user intervention.

  ◦ Cisco Auto Smartports discovers and configures Cisco devices as they are plugged into the switch.

  ◦ Cisco Smart Configuration allows you to manage a group of switches from a single contact point. It also adds the ability to archive and back up configuration files to a file server or switch, allowing transparent zero-touch switch replacement.

  ◦ Cisco Smart Troubleshooting is an extensive array of debugging diagnostic commands and system health checks within the switch, including Generic Online Diagnostics (GOLD).

- **Enhanced security:** Modern businesses face both more serious security threats and more demanding regulatory compliance requirements than ever before. The Cisco Catalyst 2960-C Series Switches provide a wide range of integrated security features to protect your business's important information, keep unauthorized users off the network, guard privacy, and protect against network downtime due to security breaches. Key features include:
  - Cisco TrustSec® technology provides authentication, security policy administration, and dynamic access control down to the granular levels. The Cisco TrustSec solution secures network connectivity and resources by preventing unauthorized access and helping ensure that users get only their designated privileges.
  - Port-level security features limit both access to designated addresses and the number of devices plugged into each switch port.
  - Dynamic Host Configuration Protocol (DHCP) snooping identifies and blocks spoofing from untrusted sources.
  - MAC address notification features monitor the network and allow administrators to track where and when users enter the network.
  - Highly secure encryption of administrative and network management traffic protects against eavesdropping and tampering and complies with regulatory requirements.
  - Access control lists (ACLs) restrict sensitive portions of the network and guard against network attacks by keeping unauthorized users off the network.
- **Improved availability and scalability:** The Cisco Catalyst 2960-C Series Switches provide the reliability you need to help ensure that your employees stay connected and productive at all times. The switches are also scalable, allowing your network to more easily accommodate new technology deployments that continually deliver optimal performance as your business and applications evolve. Important high-availability and scalability features include Spanning Tree Protocol enhancements that support increased redundancy and improved convergence times if a link outage occurs, as well as the ability to efficiently optimize the extra capacity inherent in a redundant design.
- **QoS intelligence:** The Cisco Catalyst 2960-C Series Switches support QoS features that give you the flexibility to classify and prioritize the traffic on your network. For example, you can give traffic from mission-critical applications such as enterprise resource planning (ERP) and point-of-sale (POS) systems a higher priority than less–delay-sensitive traffic such as large file downloads and videos, reducing network congestion and helping ensure baseline performance for the most essential applications. Administrators can easily configure these features through tools such as automatic QoS (Auto QoS), which detects devices such as Cisco IP phones and automatically configures the switch to the appropriate QoS for that device. When configured, these intelligent QoS capabilities perform scheduling and congestion-control functions to preserve bandwidth and improve the performance of critical applications.
- **Superior manageability:** The Cisco Catalyst 2960-C Series Switches provide several management options, such as a traditional CLI for detailed configuration or the Cisco Network Assistant, which uses preset templates.  The Cisco Network Assistant is a PC-based management tool that provides intuitive, scalable management features to help you easily deploy and operate your network. Using the simple graphical interface of Cisco Network Assistant, you can quickly configure all the Cisco switches, routers, and wireless access points in your network. The Cisco Network Assistant also includes the Cisco Troubleshooting Advisor, which identifies cabling problems, common configuration errors, and other potential problems in the network and

recommends corrective actions to take. The Cisco Network Assistant is offered as a free download. Visit www.cisco.com/go/cna for the latest version.

For more extensive networkwide management, these switches also support configuration and integration with Simple Network Management Protocol (SNMP)-based network management platforms, such as the CiscoWorks LAN Management Solution (LMS). CiscoWorks LMS provides an extensive library of easy-to-use features to automate the initial and day-to-day management of your Cisco network infrastructure. Using Cisco hardware and software platform knowledge and operational experience, CiscoWorks LMS is a powerful set of tools that handle workflow-directed configuration, monitoring, troubleshooting, reporting, and administrative tasks.

## Product Specifications

Table 1 lists the product specifications, warranty and support information, and ordering information for the Cisco 2960-C Series Switches.

**Table 1.** Cisco 2960-C Series Switch Hardware

| Description | Specification | |
|---|---|---|
| **Performance** | | |
| Forwarding bandwidth | 10 Gbps | |
| Flash memory | 64 MB | |
| Memory DRAM | 128 MB | |
| Maximum number of VLANs | 255 | |
| VLAN IDs | 4000 | |
| Maximum transmission unit (MTU) | Up to 9000 bytes | |
| Jumbo Frames | 9018 bytes | |
| Cisco Catalyst 2960-C Forwarding Rate for 64-Byte Packet | Model WS-C2960CG-8TC-L | 13.2 Mpps |
| | Model WS-C2960CPD-8PT-L | 3.8 Mpps |
| | Model WS-C2960CPD-8TT-L | 3.8 Mpps |
| Resource Cisco 2960-C Routing | Unicast MAC addresses | 4000 |
| | Internet Group Management Protocol (IGMP) groups and multicast routes | 250 |
| | Unicast routes | 875 |
| | Directly connected hosts | 750 |
| | Indirect routes | 875 |
| | QoS classification application control engines (ACEs) | 375 |
| | Security ACEs | 375 |
| | VLANs | 255 |
| **Connectors and cabling** | Cisco Catalyst 2960-C with Small Form-Factor Pluggable (SFP)-based ports: <br>• 10BASE-T ports: RJ-45 connectors and 2-pair Category 3, 4, or 5 unshielded twisted-pair (UTP) cabling <br>• 100BASE-TX ports: RJ-45 connectors and 2-pair Category 5 UTP cabling <br>• 1000BASE-T ports: RJ-45 connectors and 4-pair Category 5 UTP cabling <br>• 1000BASE-T SFP-based ports: RJ-45 connectors and 4-pair Category 5 UTP cabling <br>• 1000BASE-SX -LX/LH, -ZX, -BX, -T*, -FX*, and coarse wavelength division multiplexing (CWDM) SFP-based ports: LC fiber connectors (single and multimode fiber) <br>• 100BASE-LX, -BX, and -FX: SFP-based ports: LC fiber connectors (single and multimode fiber) <br>*GLC-T and GLC-GE-100FX are not supported <br>For the complete list of SFPs supported, please visit: www.cisco.com/en/US/docs/interfaces_modules/transceiver_modules/compatibility/matrix/OL_6981.html | |

| Description | Specification | |
|---|---|---|
| Power connectors | • Customers can provide power to a switch only by using the internal power supply (2960CPD-8TT-L and 2960CPD-8PT-L do not require a power supply). The connector is located at the back of the switch. The internal power supply is an autoranging unit.<br>• The internal power supply supports input voltages between 100 and 240 VAC.<br>• Use the supplied AC power cord to connect the AC power connector to an AC power outlet.<br>Note: The Cisco Catalyst 2960CPD-8TT-L and 2960CPD-8TT-L have an option for an external power adapter if desired. | |
| Indicators | • Per-port status: Link integrity, disabled, activity, speed, and full-duplex<br>• System status: System, redundant power supply (RPS), link status, link duplex, and link speed | |
| Dimensions (H x W x D) | Inches | Centimeters |
| WS-C2960CPD-8TT-L | 1.75 x 10.6 x 6.8 | 44.4 x 269 x 172 |
| WS-C2960CPD-8PT-L | 1.75 x 10.6 x 6.8 | 44.4 x 269 x 172 |
| WS-C2960CG-8TC-L | 1.75 x 10.6 x 8.4 | 44.4 x 269 x 213 |
| Weight | Pounds | Kilograms |
| WS-C2960CPD-8TT-L | 2.4 | 1.08 |
| WS-C2960CPD-8PT-L | 2.4 | 1.08 |
| WS-C2960CG-8TC-L | 3.0 | 1.35 |
| Environmental ranges | | |
| Operating[1] temperature up to 5000 ft (1524m) | –5 to 40°C | 23 to +104°F |
| Operating[1] temperature up to 10,000 ft (3048m) | –5 to 40°C | 23 to +104°F |
| Storage temperature up to 15,000 ft (4572m) | –25 to +70°C | –13 to 158°F |
| Operating altitude | Up to 3048 m | Up to 10,000 ft |
| Storage altitude | Up to 4000 m | Up to 15,000 ft |
| Operating relative humidity | 5 to 95% noncondensing | |
| Storage relative humidity | 5 to 95% noncondensing | |
| Acoustic noise | ISO 7779 and ISO 9296: Bystander positions operating to an ambient temperature of 25°C | |
| | Sound pressure LpA (typical) | 0 dB (fanless) |
| Mean time between failure (MTBF) | | |
| 2960CPD-8PT-L | 346,590 | |
| 2960CPD-8TT-L | 471,888 | |
| 2960CG-8TC-L | 542,482 | |

1. Minimum ambient temperature for cold start is 32°F (0°C).

Table 2 shows switch power specifications.

**Table 2.**     Power Specifications for Cisco Catalyst 2960-C Series Switch

| Description | Specification | |
|---|---|---|
| Measured 100-percent throughput power consumption | Switch Power Consumption, Watts | |
| 2960CG-8TC-L | 17.6W | |
| 2960CPD-8PT-L | Single uplink = 12W[1]<br>Dual uplink = 15W[1] | |
| 2960CPD-8TT-L | Single uplink = 12W[1]<br>Dual uplink = 15W[1] | |

| Description | Specification | | |
|---|---|---|---|
| **Measured 5-percent throughput power consumption** | **Switch Power Consumption, Watts** | | |
| 2960CG-8TC-L | 18W | | |
| 2960CPD-8PT-L | Single uplink = 12W[1]<br>Dual uplink = 15W[1] | | |
| 2960CPD-8TT-L | Single uplink = 12W[1]<br>Dual uplink = 15W[1] | | |
| **Measured 100-percent throughput power consumption (with maximum possible PoE loads)** | **Switch Power Consumption, Watts** | | |
| 2960CPD-8TT-L | 43W | | |
| **AC/DC input voltage and current** | **I/P Voltage** | **I/P Current** | |
| 2960CG-8TC-L | 100–240 VAC | 0.3–0.15A | |
| 2960CPD-8PT-L | 100–240 VAC | 0.01–0.6A | |
| 2960CPD-8TT-L | 100–240 VAC | 0.01–0.6A | |
| **Power rating** | **Watts** | **KVA** | **BTU** |
| 2960CG-8TC-L | 17.6 | 0.02 | 60 |
| 2960CPD-8PT-L | 51 | .05 | 174 |
| 2960CPD-8TT-L | 51 | .05 | 174 |
| | Power measurements are best and worst cases. Best case is 1 PoE connection. Worst case is 2 PoE+ connections. | | |
| PoE and PoE+ | • Maximum power supplied per port for PoE+ is 30W<br>• Maximum power supplied per port for PoE is 15.4W | | |

Table 3 shows switch management and standards support.

**Table 3.**    Management and Standards Support for Cisco Catalyst 2960-C Series Switch

| Description | Specification | |
|---|---|---|
| Management | • BRIDGE-MIB | • CISCO-TC-MIB |
| | • CISCO-CABLE-DIAG-MIB | • CISCO-TCP-MIB |
| | • CISCO-CDP-MIB | • CISCO-UDLDP-MIB |
| | • CISCO-CLUSTER-MIB | • CISCO-VLAN-IFTABLE |
| | • CISCO-CONFIG-COPY-MIB | • RELATIONSHIP-MIB |
| | • CISCO-CONFIG-MAN-MIB | • CISCO-VLAN-MEMBERSHIP-MIB |
| | • CISCO-DHCP-SNOOPING-MIB | • CISCO-VTP-MIB |
| | • CISCO-ENTITY-VENDORTYPE-OID-MIB | • ENTITY-MIB |
| | • CISCO-ENVMON-MIB | • ETHERLIKE-MIB |
| | • CISCO-ERR-DISABLE-MIB | • IEEE8021-PAE-MIB |
| | • CISCO-FLASH-MIB | • IEEE8023-LAG-MIB |
| | • CISCO-FTP-CLIENT-MIB | • IF-MIB |
| | • CISCO-IGMP-FILTER-MIB | • INET-ADDRESS-MIB |
| | • CISCO-IMAGE-MIB | • OLD-CISCO-CHASSIS-MIB |
| | • CISCO-IP-STAT-MIB | • OLD-CISCO-FLASH-MIB |
| | • CISCO-LAG-MIB | • OLD-CISCO-INTERFACES-MIB |
| | • CISCO-MAC-NOTIFICATION-MIB | • OLD-CISCO-IP-MIB |
| | • CISCO-MEMORY-POOL-MIB | • OLD-CISCO-SYS-MIB |
| | • CISCO-PAGP-MIB | • OLD-CISCO-TCP-MIB |
| | • CISCO-PING-MIB | • OLD-CISCO-TS-MIB |
| | • CISCO-POE-EXTENSIONS-MIB | • RFC1213-MIB |
| | • CISCO-PORT-QOS-MIB | • RMON-MIB |
| | • CISCO-PORT-SECURITY-MIB | • RMON2-MIB |
| | • CISCO-PORT-STORM-CONTROL-MIB | • SNMP-FRAMEWORK-MIB |
| | • CISCO-PRODUCTS-MIB | • SNMP-MPD-MIB |
| | • CISCO-PROCESS-MIB | • SNMP-NOTIFICATION-MIB |

| Description | Specification | |
|---|---|---|
| | • CISCO-RTTMON-MIB<br>• CISCO-SMI-MIB<br>• CISCO-STP-EXTENSIONS-MIB<br>• CISCO-SYSLOG-MIB | • SNMP-TARGET-MIB<br>• SNMPv2-MIB<br>• TCP-MIB<br>• UDP-MIB<br>• ePM MIB |
| Standards | • IEEE 802.1D Spanning Tree Protocol<br>• IEEE 802.1p CoS Prioritization<br>• IEEE 802.1Q VLAN<br>• EEE 802.1s<br>• IEEE 802.1w<br>• IEEE 802.1x<br>• IEEE 802.1AB (LLDP)<br>• IEEE 802.3ad<br>• IEEE 802.3af<br>• IEEE 802.3ah (100BASE-X single/multimode fiber only)<br>• IEEE 802.3x full duplex on 10BASE-T, 100BASE-TX, and 1000BASE-T ports<br>• IEEE 802.3 10BASE-T specification<br>• IEEE 802.3u 100BASE-TX specification<br>• IEEE 802.3ab 1000BASE-T specification<br>• IEEE 802.3z 1000BASE-X specification | • 100BASE-BX (SFP)<br>• 100BASE-FX (SFP)<br>• 100BASE-LX (SFP)<br>• 1000BASE-BX (SFP)<br>• 1000BASE-SX (SFP)<br>• 1000BASE-LX/LH (SFP)<br>• 1000BASE-ZX (SFP)<br>• 1000BASE-CWDM SFP 1470 nm<br>• 1000BASE-CWDM SFP 1490 nm<br>• 1000BASE-CWDM SFP 1510 nm<br>• 1000BASE-CWDM SFP 1530 nm<br>• 1000BASE-CWDM SFP 1550 nm<br>• 1000BASE-CWDM SFP 1570 nm<br>• 1000BASE-CWDM SFP 1590 nm<br>• 1000BASE-CWDM SFP 1610 nm<br>• RMON I and II standards<br>• SNMPv1, SNMPv2c, and SNMPv3 |
| RFC compliance | • RFC 768: UDP<br>• RFC 783: TFTP<br>• RFC 791: IP<br>• RFC 792: ICMP<br>• RFC 793: TCP<br>• RFC 826: ARP<br>• RFC 854: Telnet<br>• RFC 951: Bootstrap Protocol<br>• RFC 1542: BOOTP Extensions<br>• RFC 959: FTP<br>• RFC 1058: RIP Routing<br>• RFC 1112: IP Multicast and IGMP<br>• RFC 1157: SNMPv1<br>• RFC 1163: BGP Routing<br>• RFC 1166: IP Addresses<br>• RFC 1253: OSPF Routing<br>• RFC 1256: ICMP Router Discovery<br>• RFC 1267: BGP Routing<br>• RFC 1305: NTP<br>• RFC 1492: TACACS+<br>• RFC 1493: Bridge MIB<br>• RFC 1542: Bootstrap Protocol<br>• RFC 1583: OSPFv2<br>• RFC 1643: Ethernet Interface MIB<br>• RFC 1723: RIPv2 Routing<br>• RFC 1757: RMON<br>• RFC 1812: IP Routing<br>• RFC 1901: SNMPv2C | • RFC 1902-1907: SNMPv2<br>• RFC 1981: MTU Path Discovery IPv6<br>• FRC 2068: HTTP<br>• RFC 2080: RIP for IPv6<br>• RFC 2131: DHCP<br>• RFC 2138: RADIUS<br>• RFC 2233: IF MIB<br>• RFC 2236: IP Multicast<br>• RFC 2328: OSPFv2<br>• RFC 2362: PIM Sparse Mode<br>• RFC 2273-2275: SNMPv3<br>• RFC 2373: IPv6 Aggregatable Addrs<br>• RFC 2453: RIPv2 Routing<br>• RFC 2460: IPv6 protocol<br>• RFC 2461: IPv6 Neighbor Discovery<br>• RFC 2462: IPv6 Autoconfiguration<br>• RFC 2463: ICMP IPv6<br>• RFC 2474: DiffServ Precedence<br>• RFC 2597: Assured Forwarding<br>• RFC 2598: Expedited Forwarding<br>• RFC 2571: SNMP Management<br>• RFC 2740: OSPF for IPv6<br>• RFC 3046: DHCP Relay Agent Information Option<br>• RFC 3101, 1587: NSSAs<br>• RFC 3376: IGMPv3<br>• RFC 3580: 802.1x RADIUS<br>• RFC 4271, 1771: BGP Routing |

Table 4 shows switch safety and compliance information.

**Table 4.**      Safety and Compliance

| Description | Specification |
|---|---|
| **Safety standards** | <ul><li>UL 60950-1</li><li>CAN/CSA 22.2 No. 60950-1</li><li>EN 60950-1</li><li>IEC 60950-1</li><li>CE Marking</li><li>GB 4943</li><li>IEC 60825</li></ul> |
| **Electromagnetic emissions certifications** | <ul><li>FCC Part 15, CFR 47, Class A, North America</li><li>EN 55022 (CISPR22) and EN 55024 (CISPR24), CE marking, European Union</li><li>AS/NZS, Class A, CISPR22:2004 or EN55022, Australia and New Zealand</li><li>VCCI Class A, V-3/2007.04, Japan</li><li>KCC (formerly MIC, GB17625.1-1998) Class A, KN24/KN22, Korea</li><li>ANATEL, Brazil</li><li>CCC, China</li><li>GOST, Russia</li></ul> |
| **Environmental** | Reduction of Hazardous Substances (ROHS) 6 |
| **Telco** | Common Language Equipment Identifier (CLEI) code |

Safety Compliance and Product Approval Status

For further information about safety and compliance documentation, visit the Product Approval Status tool at: http://tools.cisco.com/cse/prdapp/jsp/externalsearch.do?action=externalsearch&page=EXTERNAL_SEARCH.

Cisco Enhanced Limited Lifetime Hardware Warranty

Cisco Catalyst 2960-C Series Switches come with an enhanced limited lifetime hardware warranty (E-LLW) that includes 90 days of Cisco TAC support and next-business-day hardware replacement.

Your formal warranty statement, including the warranty applicable to Cisco software, appears in the Cisco information packet that accompanies your Cisco product. We encourage you to review carefully the warranty statement shipped with your specific product before use. Cisco reserves the right to refund the purchase price as its exclusive warranty remedy. For additional information about warranty terms, please visit: http://www.cisco.com/go/warranty.

Adding a Cisco technical services contract to your device coverage provides access to the Cisco TAC beyond the 90-day period. Table 5 gives more information about the warranty.

**Table 5.**      Enhanced Limited Lifetime Hardware Warranty

| Description | Specification |
|---|---|
| Device covered | Applies to Cisco Catalyst 2960-C Series Switches |
| Warranty duration | As long as the original end user continues to own or use the product, power supply warranty is limited to 5 years. |
| End-of-life policy | If product manufacture is discontinued, Cisco warranty support is limited to 5 years from the announcement of discontinuance. |
| Hardware replacement | Cisco or our service center will use commercially reasonable efforts to ship a replacement for next-business-day delivery, where available. Otherwise, a replacement will be shipped within 10 working days after receipt of the Return Material Authorization (RMA) request. Actual delivery times might vary depending on customer location. |
| Effective date | Hardware warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, not more than 90 days after original shipment by Cisco). |

| Description | Specification |
|---|---|
| Cisco TAC support | Cisco will provide during business hours, 8 hours per day, 5 days per week, basic configuration, diagnosis, and troubleshooting of device-level problems for up to a 90-day period from the date of shipment of the originally purchased Cisco Catalyst 2960 product. This support does not include solution or network-level support beyond the specific device under consideration. |
| Cisco.com access | Warranty allows guest access only to Cisco.com. |

Software Policy for Cisco Catalyst 2960-C Series Switches

Customers with Cisco Catalyst LAN Base software feature sets will be provided with maintenance updates and bug fixes designed to maintain the compliance of the software with published specifications, release notes, and industry standards as long as the original end user continues to own or use the product or up to 1 year from the end-of-sale date for this product, whichever occurs earlier. Customers with licenses for our premium software images require a service support contract such as Cisco SMARTnet® Service to download updates.

This policy supersedes any previous warranty or software statement and is subject to change without notice.

Cisco and Partner Services for Next-Generation Cisco Catalyst Fixed Switches

Enable the innovative, secure, intelligent edge in the Borderless Network Architecture using personalized services from Cisco and our partners. Through a discovery process that begins with understanding your business objectives, we help you integrate the next-generation Cisco Catalyst fixed switches into your architecture and incorporate network services onto that platform. Sharing knowledge and leading practices, we support your success every step of the way as you deploy, absorb, manage, and scale new technology. Choose from a flexible suite of support services designed to meet your business needs and help you maintain high-quality network performance while controlling operational costs. (Refer to Table 6.)

**Table 6.** Technical Services Available for Cisco Catalyst 2960-C Series Switches

| Technical Services |
|---|
| **Cisco SMARTnet Service** <br> • Twenty-four-hour global access to the Cisco TAC <br> • Unrestricted access to the extensive Cisco.com knowledge base and tools <br> • Next-business-day, 8 x 5 x 4, 24 x 7 x 4, and 24 x 7 x 2 advance hardware replacement and onsite parts replacement and installation available <br> • Ongoing operating system software updates within the licensed feature set <br> • Proactive diagnostics and real-time alerts on Smart Call Home enabled devices |
| **Cisco Smart Foundation Service** <br> • Next-business-day advance hardware replacement as available <br> • Business-hours access to SMB TAC (access levels vary by region) <br> • Access to Cisco.com SMB knowledge base <br> • Online technical resources through Cisco Smart Foundation Portal <br> • Operating system software bug fixes and patches |
| **Cisco Focused Technical Support Services** <br> Three levels of premium, high-touch services are available: <br> • Cisco High-Touch Operations Management Service <br> • Cisco High-Touch Technical Support Service <br> • Cisco High-Touch Engineering Service <br> Note: Valid Cisco SMARTnet or SP Base contracts on all network equipment are required. |

## Ordering Information

Tables 7 and 8 give ordering information for the Cisco 2960-C Series Switches and accessories.

**Table 7.** Ordering Information for Cisco Catalyst 2960-C Series Switches

| Product Name (Part Number) | Description |
|---|---|
| WS-C2960CPD-8TT-L | Cisco Catalyst 2960-C PSE Switch 8 FE, 2 x 1G, PoE+ LAN Base |
| WS-C2960CPD-8PT-L | Cisco Catalyst 2960-C PD PSE Switch 8 FE PoE, 2 x 1G, PoE+ LAN Base |
| WS-C2960CG-8TC-L | Cisco Catalyst 2960-C Switch 8 GE, 2 x Dual Purpose Uplink, LAN Base |

**Table 8.** Ordering Information for Cisco Catalyst 2960-C Series Switch Accessories

| Part Number | Description |
|---|---|
| CMP-CBLE-GRD= [2] | Cable guard for the 2960-C Compact switches |
| CMP-MGNT-TRAY = | Magnet And Mounting Tray For 2960-C |
| PWR-ADPT= | Power Adapter for the 2960-C Compact switches |
| PWR-CLP= | Power Clip for the 2960-C Compact switches |

2. Available after first customer shipment (FCS)

For more information about Cisco products, contact:

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

- Europe: 32 2 778 4242

- Australia: 612 9935 4107

- Other: 408 526-7209

- Internet: http://www.cisco.com

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