



CHAPTER 5

Powering On the Cisco VG350 Voice Gateway

To power on your Cisco VG350 Voice Gateway, perform the following tasks in the order listed, as required:

- [Checklist for Power-On, page 5-1](#)
- [Power-On Procedure, page 5-1](#)
- [Troubleshooting, page 5-3](#)

Checklist for Power-On

You can power on a Cisco VG350 Voice Gateway if it meets the requirements described in [Chapter 4, “Installing the Cisco VG350 Voice Gateway”](#):

- The chassis is securely mounted.
- Power cable is connected.
- Interface cables are connected.

Power-On Procedure

Perform this procedure to power on your Cisco VG350 Voice Gateway, and verify that it goes through its initialization and self-test. When this is finished, the Cisco VG350 Voice Gateway is ready to configure.


Warning

This unit might have more than one power supply connection. All connections must be removed to de-energize the unit. Statement 1028


Warning

Installation of the equipment must comply with local and national electrical codes. Statement 1074

To power on the Cisco VG350 Voice Gateway, perform the following:

Step 1 Power on your terminal or PC, and configure it for 9600 bps, 8 data bits, 1 stop bit, and no parity.

Step 2 Move the Cisco VG350 Voice Gateway power switch to the ON position.

The green LED next to the auxiliary port should come on and the fan should operate. If this does not happen, see the “[Troubleshooting](#)” section on page 5-3.

The following message is displayed at the end of the boot-up messages:

```
--- System Configuration Dialog ---
Would you like to enter the initial configuration dialog? [yes/no]:
```

Step 3 Enter **no** to proceed with manual configuration using the CLI:

```
Would you like to enter the initial configuration dialog? [yes/no]: no
Would you like to terminate autoinstall? [yes]
```

Step 4 Press **Return** to terminate autoinstall and continue with manual configuration.

Several messages are displayed, ending with a line similar to the following:

```
...
Copyright (c) 1986-2003 by cisco Systems, Inc.
Compiled <date> <time> by <person>
```

Step 5 Press **Return** to bring up the Router> prompt:

```
...
flashfs[4]: Initialization complete.
Router>
```

Step 6 Enter privileged EXEC mode:

```
Router> enable
Router#
```

Step 7 Continue with the “[Troubleshooting](#)” section on page 5-3.



Note

If the `rommon 1>` prompt appears, your system has booted in ROM monitor mode. For information on the ROM monitor, refer to the router rebooting and ROM monitor information in the [Cisco IOS Configuration Fundamentals Configuration Guide](#) for your Cisco IOS software release.

Troubleshooting

This section describes possible mechanical problems and corrective actions.



Warning

Only trained and qualified personnel should be allowed to install, replace, or service this equipment.
Statement 1030



Warning

No user-serviceable parts inside. Do not open. Statement 1073

If there appears to be a malfunction, first check all cables and connections. If these are in order, see [Table 5-1](#) for specific troubles and solutions.

For problems with the configuration, refer to [Cisco VG350 Voice Gateway Software Configuration Guide](#).

Table 5-1 Troubleshooting the Cisco VG350 Voice Gateway

Symptom	Possible Cause	Corrective Action
Power LED and fan are off	Power source switched off	Switch power source on
	Faulty power cable	Check/replace power cable
	Faulty power source	Check/correct input power
	Faulty internal power supply	Contact Cisco ¹ or your Cisco reseller
Power LED on; fan off	Faulty Cisco VG350	Contact Cisco ¹ Technical Service Center or your Cisco reseller
Power LED off; fan on	Faulty Cisco VG350	Contact Cisco ¹ or your Cisco reseller
No initialization response from Cisco VG350	Faulty modem console terminal	Check/replace modem/terminal
	Faulty cabling to terminal	Check/replace cable
	Faulty Cisco VG350	Contact Cisco ¹ or your Cisco reseller
Unit shuts off after operating for some time	Overheating	Check ventilation
	Faulty Cisco VG350	Contact Cisco ¹ or your Cisco reseller
Console screen display freezes	Console fault	Reset/replace console
	Software error	Repeat power-on procedure
	Faulty Cisco VG350	Contact Cisco ¹ or your Cisco reseller

1. See the “Obtaining Technical Assistance” section on page xvi.

