

Preliminary Checklist for Cisco Smart Call Home

Cisco® Smart Call Home is an award-winning, embedded support feature available on a broad range of Cisco products. This proactive support capability is provided at no additional cost when you have an active Cisco SMARTnet® Service, SP Base, Unified Computing Support Service, Mission Critical Support Service, Smart Net Total Care, Partner Support Service, or Smart Care service contract for the designated products.

Before starting to configure and register your device(s) to use Smart Call Home, there are preliminary steps you must take to make sure the configuration and registration process moves forward without issue:

Is the device supported by Smart Call Home?

1. Validate that the Smart Call Home feature is available for your devices and that they have the appropriate OS installed by checking the [list of supported products](#).

Does the device have the appropriate OS installed?

2. If the supported device does not have the appropriate OS installed, visit [Cisco online support](#) and follow the steps required to install the OS on the device(s).

Is the contract covering the device eligible for Smart Call Home?

3. Ensure the device is covered by an active and valid service contract (See [Appendix A](#) on page 10 of the Bulk Registration Application Note). Note that collaborative partner contracts are typically supported, however, shared support contracts are not.

Does the partner user registering the device for Smart Call Home have a Cisco.com account?

4. Ensure the partner user who will register Smart Call Home devices has a Cisco.com account (CCO ID) and is logged in. If not, [register for a Cisco.com account](#).

Is the Bill-To ID associated with the contract covering the devices included in the partner's Cisco.com account?

5. Verify that the Bill-To ID for the contracts is included in the partners Cisco.com account. To do this, log into the [Smart Call Home portal](#) and click the **Profile** link at the top of the page.

Is the contract associated with the Cisco.com account of the person who will register the device for Smart Call Home?

6. Validate that the contract covering the device is associated with your Cisco.com account:
 - Step 1. Log into [Cisco.com](#) and click the **Account** link at the top of the page.
 - Step 2. Click **Profile Manager**.
 - Step 3. Click the **Access** tab.
 - Step 4. Contracts associated with your profile will appear. If needed, associate the contract to your profile.
 - a. Click **Add Access**.

- b. Select **Full Support** and click **Go**.
- c. Select **Contract Numbers** and enter the contract number in the field provided.
- d. Click Submit.

Once you click **Submit**, if all criteria are met, the contract association will be processed immediately. If any critical criterion fail, the failure reason and support direction are provided.

Is the serial number of the device covered by the contract?

7. If the serial number is not covered under contract, but you believe that it should be, [contact the Smart Services Bureau](#) to correct the discrepancy. Once the serial number is associated correctly, continue with the Smart Call Home registration.

Does the partner administrator have access to the contact management feature in the Smart Call Home portal?

8. Ensure that the partner user designated as the administrator for the account has access to the contact management feature in the Smart Call Home portal. To access that screen, the user must be a Service Access Management Tool (SAMT) user. The partner administrator is that person who configures the NOC and email addresses for each bill-to ID (BID), as well as bill-to IDs for other partner users.

If the user does not have SAMT access, or you do not know who the administrator is, follow these steps:

- Step 1. Log into Cisco.com.
- Step 2. Select **Account** on the upper right corner of the screen.
- Step 3. Select the link to go to **Profile Manager**.
- Step 4. Click the **Additional Access** tab.
- Step 5. Click **Add service contract numbers to profile for support access**.
- Step 6. Enter the contract number(s) in the field provided.
- Step 7. Click **Submit**.

After the request has been submitted, if there is an existing SAMT administrator assigned to the bill-to IDs or contract(s) you have entered, your request will be automatically forwarded to that administrator. In the event that there is no SAMT administrator assigned to the pertinent bill-to ID(s) or contract(s), Cisco will process your request.

[Configuring your Devices](#)

Once these steps are complete, consult the appropriate [Quick Start Guide](#) for your product to configure your devices.

[Cisco.com Technical Support Resources for Users of Cisco Smart Call Home](#)

The Cisco website offers a full range of online resources to help you use Smart Call Home. Please be sure to visit the award-winning [support website](#) and [support community](#).

Find Technical Content

Explore the library of 90,000+ documents (like the [Smart Call Home User Guide](#)) and use troubleshooting tools to diagnose and resolve technical issues quickly.

Personalize Your Support

Customize the [My Cisco web portal](#) to be your central hub for viewing modular information on your products, notifications, Service Requests, and more.

Download Software

Find your [software](#) and the related product information from one location; save time by storing your software choices in the download cart.

Connect with Peers

Ask questions, get answers and share insights in the discussion forums on the [Cisco Smart Call Home support community](#).

Learn From Cisco Experts

Learn about specific networking topics via online [Ask the Expert](#) discussions, interactive webinars and archived sessions; or explore expert blogs and videos (like [Smart Call Home Configuration on UCS](#) or [How to Configure and Register Your Devices](#)).

Share Knowledge

Collaborate with peers to post wiki content, and share documents through social media outlets like [Facebook](#) or [Twitter](#).



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