

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, or Smart Net Total Care service contract for the designated products.

Before starting to configure and register your devices to use Smart Call Home, there are some 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 device(s) 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).

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

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

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

5. 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?

6. If the serial number is not covered under a 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.

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](#).



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