



## Site Information Help Request Form

When requesting assistance from the Cisco Technical Assistance Center (TAC) or your Cisco account team, please provide the information on these forms to better help them understand your environment and any of its problems.

### Account Information

Customer Name:
Customer Location:
Customer Contact:
Cisco Systems Engineer:
Partner:

### Site Information



**Note**

Please provide a printout of the AP configuration and copies of the site survey documentation, if possible.

Has a Professional Site Survey been completed?
Name of Site Survey provider:
Number of phones:
Phone Firmware Version:
Power Setting on Phone:
Type of Access Point:
Type of Antenna:
Access Point OS:
Access Point Firmware Version:
Is WEP enabled?:

Is LEAP implemented?:
Type of LEAP Server:
LEAP Server Location:
Are VLANs implemented?:
Is QBSS Enabled?:
What Channels are utilized?:
Cisco CallManager Version:
Cisco CallManager Express Version (please provide configuration):

### Issue or Problem

Provide a detailed description of the issue or problem:
Does this problem occur on multiple phone:
Does this problem occur in multiple locations:
Provide all the information from the Cisco 7920 Site Survey Tool before, during, and after the problem occurs, if possible: For example: 1 (C), typhoon 34, 0 6 (A), typhoon 18, 2