

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. 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/profile?

4. Ensure the partner user who will register Smart Call Home devices has a Cisco.com account (CCO ID) and is logged in. You can register for a Cisco.com account at <http://tools.cisco.com/RPF/register/register.do>.

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

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 to the profile of the person who will register the device for Smart Call Home?

6. Validate that the contract covering the device is associated to your account/profile:
 - Step 1. Check that the contract is associated to your profile by logging into the [Smart Call Home portal](#) and clicking the **Profile** link at the top of the page.
 - Step 2. Associate the contract to your profile, if needed.
 - a. Click the **Additional Access** tab.
 - b. In the Obtain Additional Access section, click the **Add service contract numbers to profile for support access** link.
 - c. Enter your contract number in the appropriate field and click **Submit**.

Once you click **Submit**, a TAC case is opened to associate the contract to your account/profile. Once the case is resolved, you can continue the Smart Call Home registration process.

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, open a TAC case to correct the discrepancy. Once the serial number is associated correctly, continue with the Smart Call Home registration.

Is the company name correct in the [Cisco Service Contract Center \(CSCC\)](#) tool?

8. If the entitled company name is not correct in the CSCC tool, contact your Cisco account manager or open a ticket through the [Service Support Center](#).

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

9. 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.

Once these steps are complete, browse to the [Smart Call Home website](#) and consult the appropriate Quick Start Guide for your product (in the **Getting Started** section) to configure and register customer 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.

Visit the [Smart Call Home Product Page](#) for Smart Call Home Information

The Smart Call Home product page on Cisco.com is your starting point for learning about and using Smart Call Home. You can see which Cisco products support Smart Call Home and find links to technical content that will help you design, configure, maintain, troubleshoot and optimize your network with Smart Call Home.

Visit the [Cisco Support Website](#) for Smart Call Home Technical Resources

The Cisco Support Website is your comprehensive base of technical knowledge and tools to help you design, operate, and troubleshoot your Smart Call Home products and technologies. The website offers robust features that enable you to:

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

Use the [Cisco Support Community](#) for Technical Questions on Smart Call Home

Join the Cisco Support Community to learn more about Smart Call Home by interacting with networking peers and experts worldwide. The community offers a variety of resources that help you:

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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