



[Smart Call Home Website](#)

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**Tim Johnson,**  
Product Manager  
Cisco Smart Call Home

## Cisco Smart Call Home to Support End-to-End Enterprise Devices

### Proactive Diagnostics and Alerts Feature of Cisco SMARTnet Service Gaining Product Momentum

Many enterprise customers are already benefiting from Smart Call Home. This embedded support feature of Cisco® SMARTnet® Service provides higher network availability and operational efficiency. Smart Call Home is an award-winning\* proactive network diagnostics and real-time alert capability that can identify problems and provide remediation steps before business is affected.

The primary focus has been support for devices in the data center, which include:

- Cisco Catalyst® 6500 Series Switches
- Cisco Nexus™ 7000 and 5000 Series Switches
- Cisco MDS 9000 data center products

Additional data center products will be supported over the next six months including:

- Cisco Catalyst 4900 Series Switches

The roadmap for Smart Call Home product support is quickly accelerating beyond the data center. During the next six months, the following Cisco products will be phased into Smart Call Home product support:

- Cisco Catalyst 4500
- Cisco 7300
- Cisco 7200 products

Support for a majority of mainstream Cisco products will quickly follow such as:

- Cisco ASR 1000 devices
- Cisco 800 Series Routers
- Cisco 1800, 2800, and 3800 Series Integrated Services Routers

Product Manager Tim Johnson is committed to bringing enterprise customers the benefits of Smart Call Home real-time troubleshooting. “Networking customers will now be able to receive the availability and operational efficiency benefits of a call-home solution that data center customers have determined is a basic requirement.”

Smart Call Home is easy to configure. To download the correct software release for your device and appropriate Quick Start Guide, visit the Smart Call Home website:

[www.cisco.com/go/smartcall](http://www.cisco.com/go/smartcall)

Smart Call Home is available as part of the Cisco SMARTnet Service; there is no additional cost. Tell customers about this new Cisco SMARTnet® Service feature so they can be sure to upgrade to the latest OS release and easily configure the Smart Call Home capability.

### For More Information

For more information about Cisco Technical Services, contact your Cisco service account manager or visit [www.cisco.com/go/ts](http://www.cisco.com/go/ts).

\*Cisco Smart Call Home received the 2008 SSPA STAR Award for Best Embedded Product Support.