



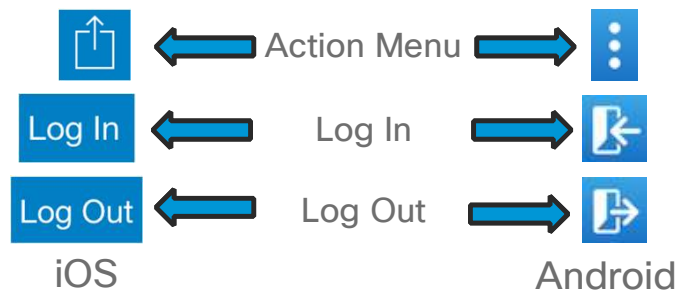
Cisco Technical Support Mobile App

Customer User Guide

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About



Overview

The Cisco Technical mobile app was designed, to enable users to connect and interact with Cisco support to gain knowledge and support for their troubleshooting needs. The mobile app provides access to valuable technical support tools and content including:

Support Case, RMA, and Contract management; researching Cisco software bugs, product-centric support information, and support-related RSS feeds, podcasts, & videos via a user-friendly mobile app interface.

Conventions

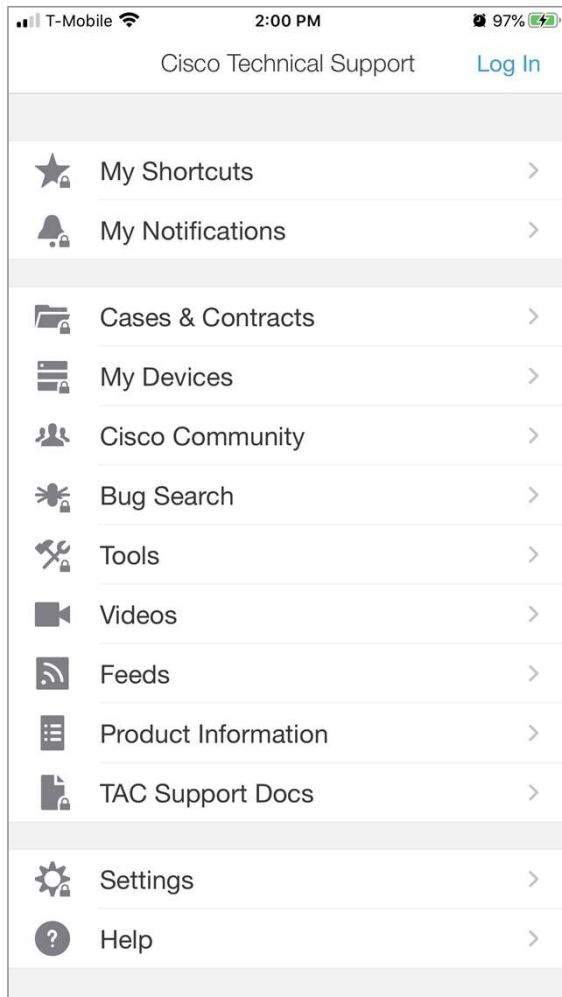


This icon pertains to important information regarding your privacy.



This icon is meant to highlight a helpful trick or valuable insight about the mobile app.

Home Screen



My Shortcuts Bookmarked support cases, bugs, podcasts, feeds, and videos

My Notifications List of Service Request, generic PSIRT, End-of-Life, and Field Notice notifications sent over the prior 30 Days

Cases & Contracts View, update and create Support Cases and RMAs, directly contact your assigned TAC Engineer and On-Site Contact. Look up your support contracts and run support coverage & product lifecycle reports on your devices.

My Devices is a user curated list of products where product support coverage and important lifecycle milestones can easily be monitored.

Cisco Community Engage with fellow networking professionals – ask questions, share your knowledge and build your reputation.

Bug Search Research software bugs based on product, release, and keywords.

Tools Common features to help support contract holders resolve issues.

Videos Product and Support Related Video Channels From TechWise TV to a variety of Industry Solutions.

Feeds Cisco Media Blogs, News, Security Advisories/Alerts, and the TAC Security Podcasts

Product Information Pre-sales marketing, and post-sales support content for Cisco's products and services portfolio.

TAC Support Docs TAC authored support and debug information – the best of TAC's "debug guides"

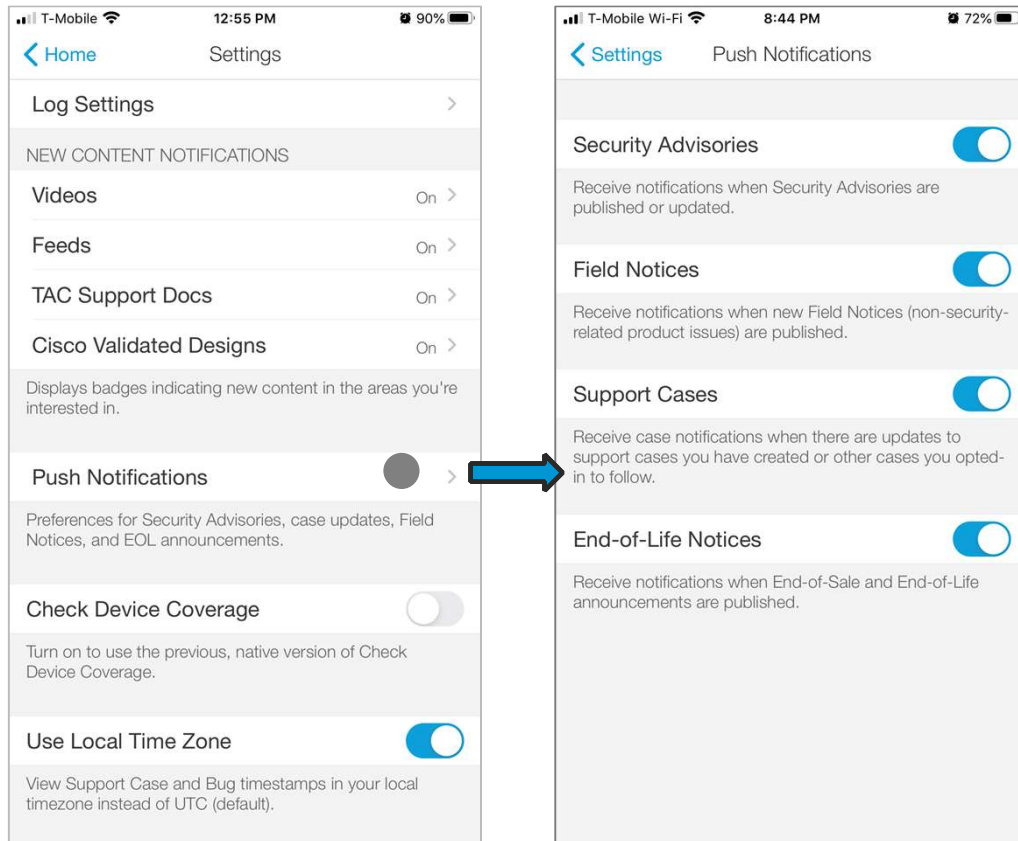
Settings Manage "In-App" and mobile push notifications

Help Mobile App FAQ, Global Support Phone Numbers and Reseller Locator.



The lock icon indicates you must log in to the access content. Cases & Contracts and Bug Search requires a support contract.

Settings & Notifications



NEW CONTENT NOTIFICATIONS is a simple way to keep track of new content within a specific channel since your last visit. Within each content domain, you can specify which areas you would like to be notified when new content is available.

Push Notifications control receipt of Cisco PSIRT (Security Advisories), Support Case updates, Field Notices and End of Life (EoX) notifications.

Security Advisories notifications when new product security advisories are published

Field Notices are posted when non-security related product issues are published

Support Case updates include notifications when:

- TAC Engineer is assigned to your Support Case
- Transition of your case to a “Customer Pending” state
- A colleagues’ Support Case was updated (must opt-in)

End-of-Life Notices updates include notifications when:

- Product End-of-Sale notices are published
- Product End-of-Life notices are published

Check Device Coverage enables look up of coverage status for a specific device (by serial number). An embedded bar code scanner is available to capture the device’s serial number.

Use Local Time Zone will convert Support Case timestamps to your current, local timezone.

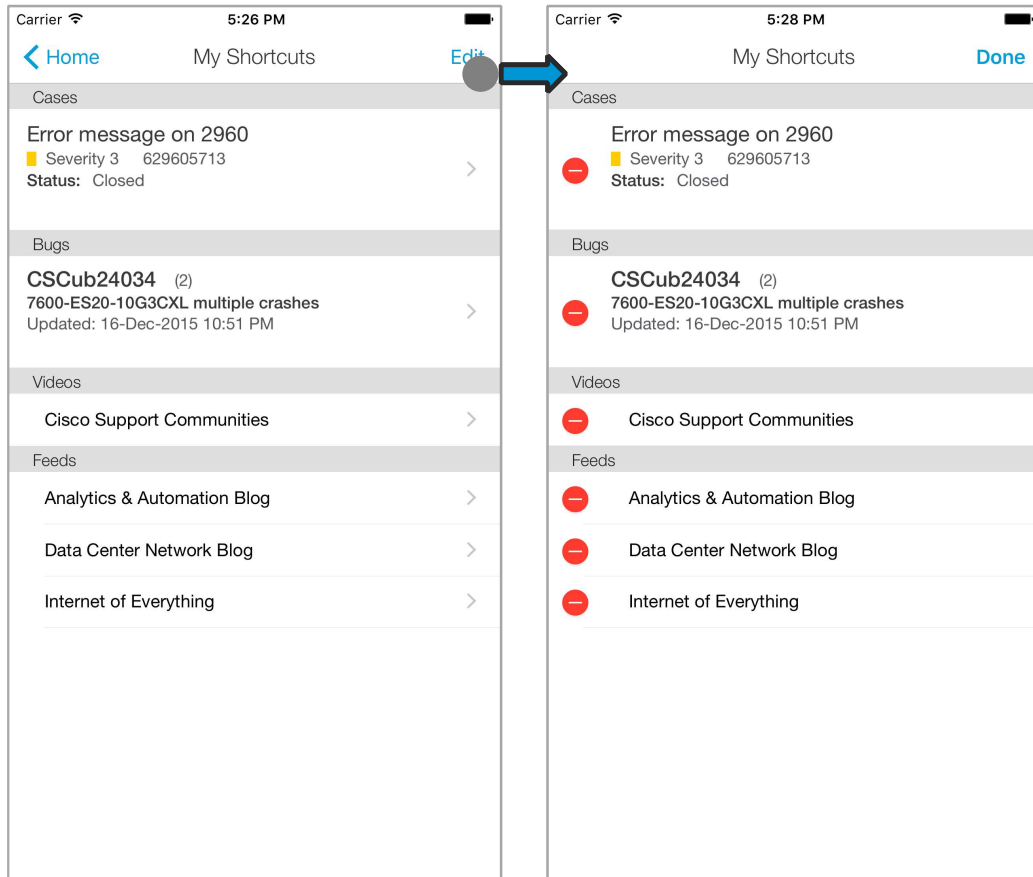


The number on the Home Screen by each channel indicates the number of sub-channels with new content.



When a mobile push notification is tapped, the app will launch, and immediately take you to the content in question.

My Shortcuts



My Shortcuts is a collection of Support Cases, Bugs, Videos, RSS Feeds, and Podcasts that you have previously bookmarked, and are easily referenced in a single location from your Home Screen.

Your Shortcuts are linked to your CCOID (username), providing an up-to-date list from one device to the next.

Items may be added to your shortcuts when viewing a Bug, Service Request, Video or RSS Feeds via the Actions Menu by selecting “Add to Shortcuts.”

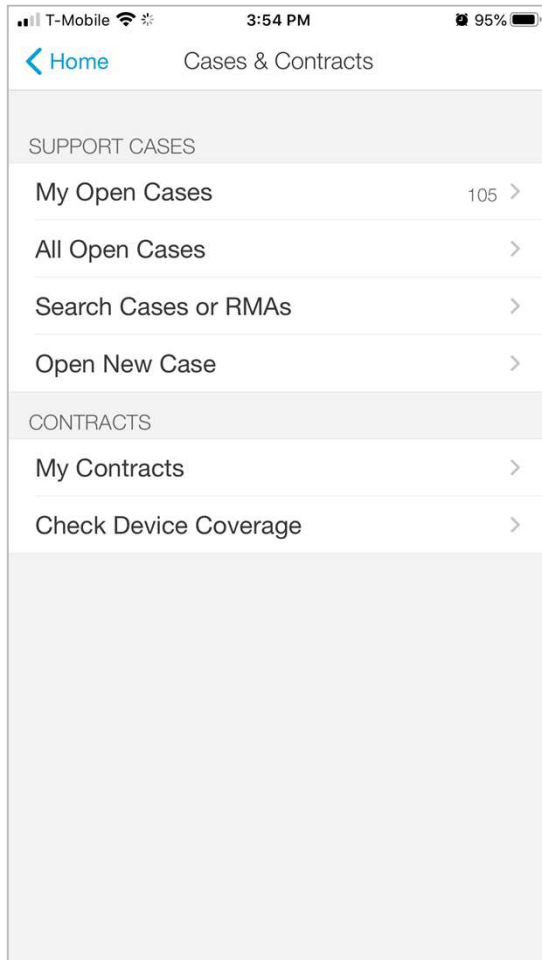


A blue bell by a Support Case Number indicates you are subscribed to receive support case update notification 



Support Cases, Bugs, Videos, RSS Feeds, and Podcasts are added from the respective individual screens (see descriptions further in the User Guide).

Cases & Contracts



[My Open Cases](#) is a list of open cases that you created.

[All Open Cases](#) is a list of open cases associated with your contracts.

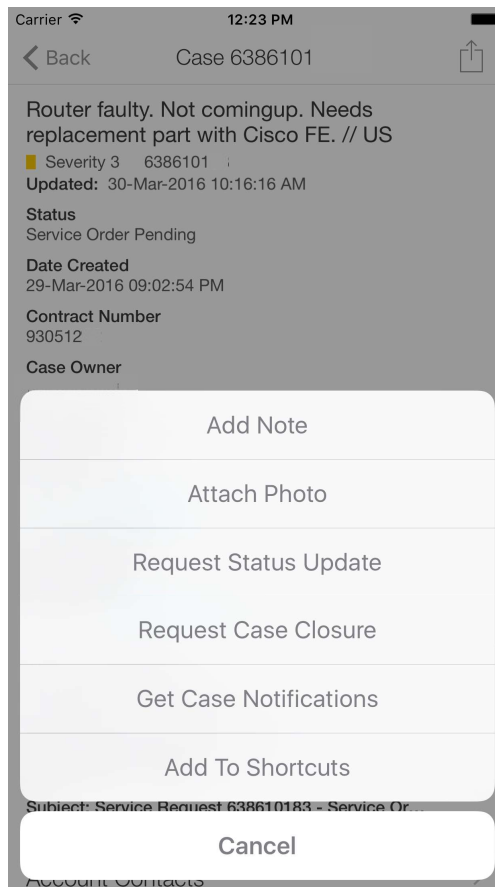
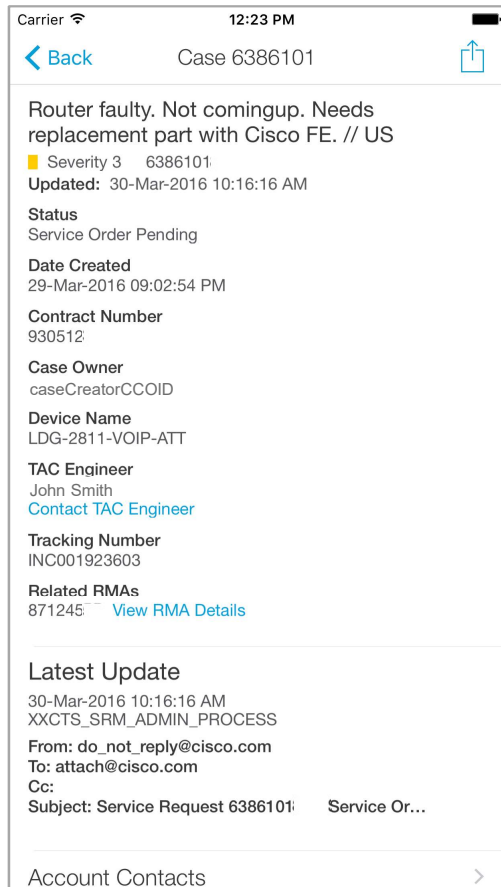
[Search Cases or RMAs](#) provides a quick and easy facility for look up of cases or RMAs.

[Open New Case](#) provides a quick and easy facility for opening a support case. Once you have opened a case through the app, we will monitor the case and send you a push notification once a TAC Engineer has been assigned to the case.

[My Contracts](#) is a high-level overview of contracts associated to the logged-in user.

[Check Device Coverage](#) provides support coverage information on a customer product device. This feature is accessed coverage via the input of a device Product Serial Number or a SN Barcode Scan. The length of support coverage, warranty and the known installation address for the device is provided.

Support Case Details



From within the Support Case Details screen, you can quickly check the status of the case as well as directly contact the assigned TAC Engineer via their desk phone or email.

From within the case, you have access to all the attached notes, attachments, and related bug information.

Tapping on the actions menu within the header provides options to:

- Attach a note or photo to the case
- Request a status update or case closure
- Get or Stop support case update push notifications
- Add or remove the case to/from your Shortcuts



A blue bell by the Support Case Number indicates you are subscribed to receive support case update notifications.



If you have more than one case, you can switch from one case to the next by swiping left to right, or right to left.

RMA Details

Carrier 12:24 PM

Done Case 6386101

RMA 871245

Status
Booked

Ship To
ACME Company
123 Main Street
Your Town, CO 80302

Service Level
Premium Parts & Labor - 4 Hour

On-Site Contact
Ronald .
[Contact On-Site Contact](#)

Creation Date
30-Mar-2016 02:47:22

Contract Number
930512

Replacement Parts

Delivery
8217878

Dispatch Address
FLASH-USA
10 OLD BLOOMFIELD AVE
PINE BROOK, NEW JERSEY 07058 US

Warehouse Name
TUS

Tracking Number
[7701980228](#)

Courier
FLASH

Dispatch Status
DISPATCHED

If a Support Case has an RMA associated with it, tapping “[View RMA Details](#)” will provide a high level overview of the RMA including:

- RMA Status
- Replacement Part Details
- Labor Details (If Applicable)
- Return Parts



You can directly contact the RMA On-Site Contact and the assigned Field Engineer (if applicable) via phone or email.



If the replacement part tracking number is hyperlinked, you can track the progress of your shipment.

You may also use the app to initiate the return of the failed device by tapping on “[Initiate Return or View Schedule Shipments](#)”. Using the app, you can co-ordinate pickup of the device and even print out the return shipping label.

Search Cases

Verizon LTE 12:41 PM 86%

< Back Search Cases Search

Search On Title or Description >

Enter Keywords (Optional)

Scope All Cases Against My Contracts >

Status Open and Closed >

Severity Severity 1-4 >

Date Created 3-27-2016 - Today >

Only cases with an associated RMA ☐

Sort By Date Updated >

Search

Search On:

- Title or Description
- Support Case Owner (CCOID)
- Service Contract Number

Verizon LTE 12:42 PM 86%

< Back Search Cases Search

Search On RMA Number >

Enter RMA Number Cancel

Search

Done

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	< X

Search On:

- Support Case Number
- RMA Number

You can search for support cases based on:

- Keywords in the Title or Description
- Support Case Number
- Support Case Owner (CCOID)
- Service Contract Number
- RMA Number



Leaving the search field blank will effectively act as a wildcard. The search will be based on the applied filters.

Filter Options (not required for case and RMA number search):

Scope: Search for only cases you have created, or any case against your contracts (default)

Status: Open, Closed, or Open and closed (default)

Severity: 1, 2, 3, 4, or 1 - 4 (default)

Date Created: 90-Day Window maximum.(Last 90 days default)



Toggle the slider if only interested in cases associated with an RMA.

Open New Case

Verizon LTE 12:41 PM 86%

< Cancel Open New Case

FOC1638V4

Or Scan SN Barcode

Next

A new case is initiated by either typing or using the embedded optical bar code scanner to capture the device serial number. After tapping “Next”, we will check to ensure you are entitled to open a support case against that product. If you are, the following information will be needed:

- Severity (Choose from Sev 3 or Sev 4)
- Product Type (Ex: LAN Switching)
- Product (Ex: Cat2960)
- Problem Type (Ex: Installation: Hardware Failure)
- Title
- Description

Once the above information is supplied, you can submit the case, and we will let you know when a TAC Engineer has been assigned to your case via a Push Notification.

My Devices

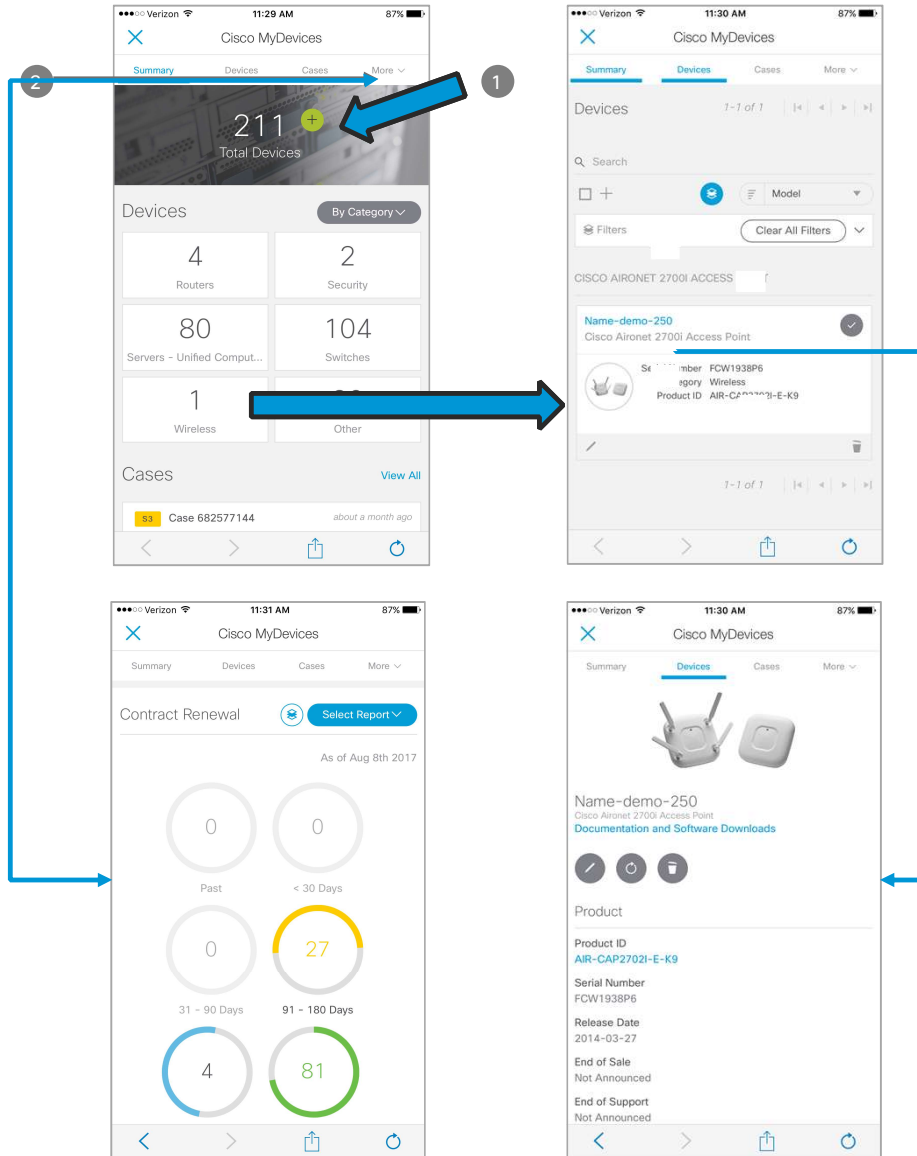
My Devices is a user curated list of products where product support coverage and important lifecycle milestones can easily be monitored.

1 Devices can be added by typing or scanning the product's serial number bar code, or via the web through CSV file uploads.

💡 Your supplied list of devices are tied to your userid (CCOID). CSV file uploads are limited to 1,000 devices at a time, and **My Devices** is currently limited to 10,000 total devices.

2 Inventory risk assessments have never been easier. Support Contract Renewal & Product Lifecycle Reports (Ex: Last Day of Support) are accessible from the "More" menu.

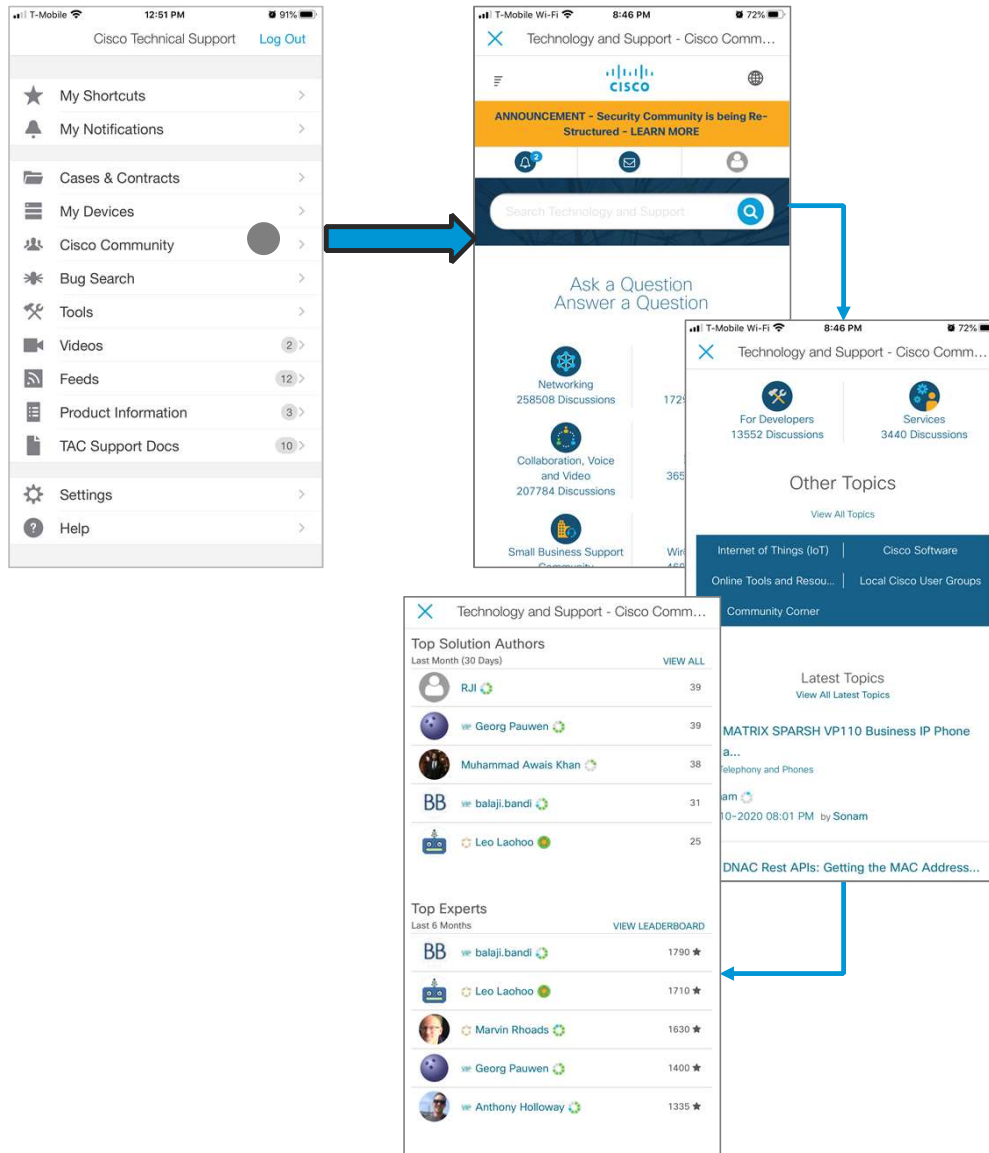
👤 Feedback and support questions about **My Devices** can be sent to: mydevices-feedback@cisco.com



Cisco Community

Cisco Community allows users to engage directly with fellow networking professionals. Take part in the Cisco Community and join the discussion.

- Participate in discussions and topics
- Post questions to the community
- Respond to questions and help fellow Cisco Community members
- Share your expertise, experiences and opinions
- Build your reputation



Contracts

My Contracts

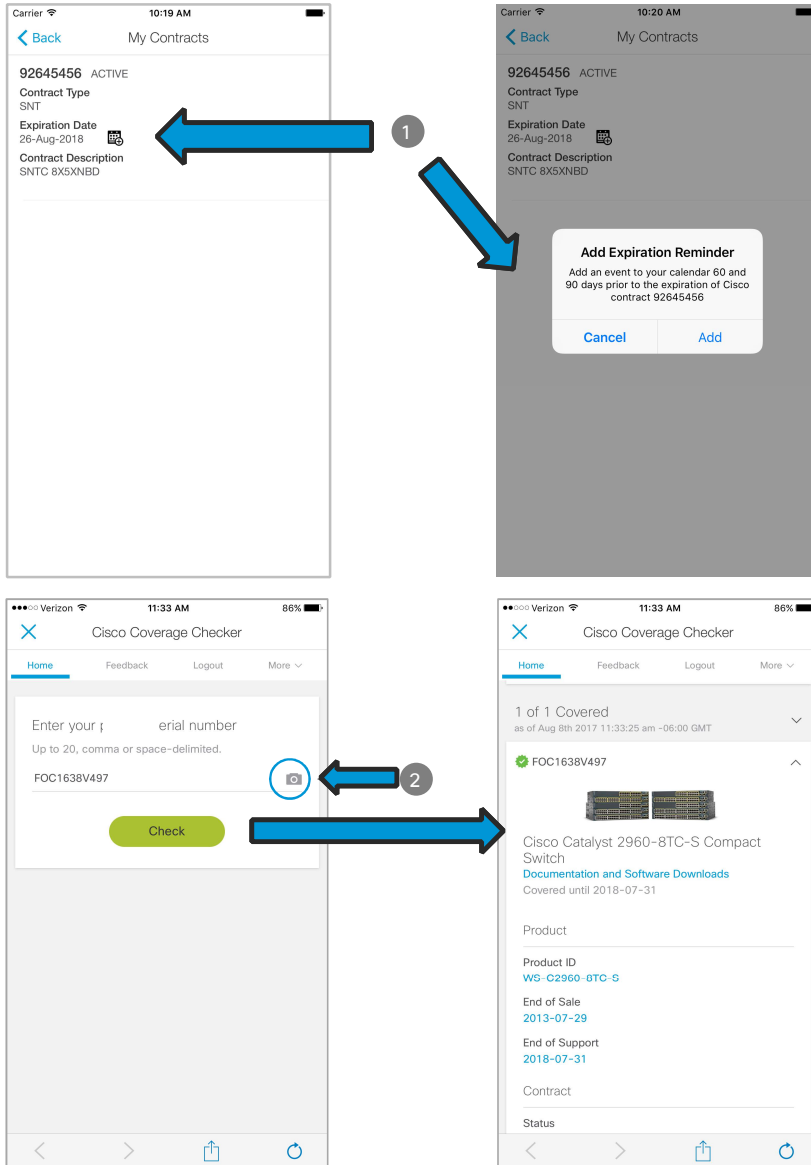
My Contracts provides a list of your support contracts, sorted in order of contracts expiring the soonest. If the contract is going to expire within 90 Days, the Expiration Date is highlighted to indicate action is necessary to ensure support continuity.

- 1 With your permission, we will add an event reminder to your calendar prior to your contract's expiration when you tap on the calendar icon.

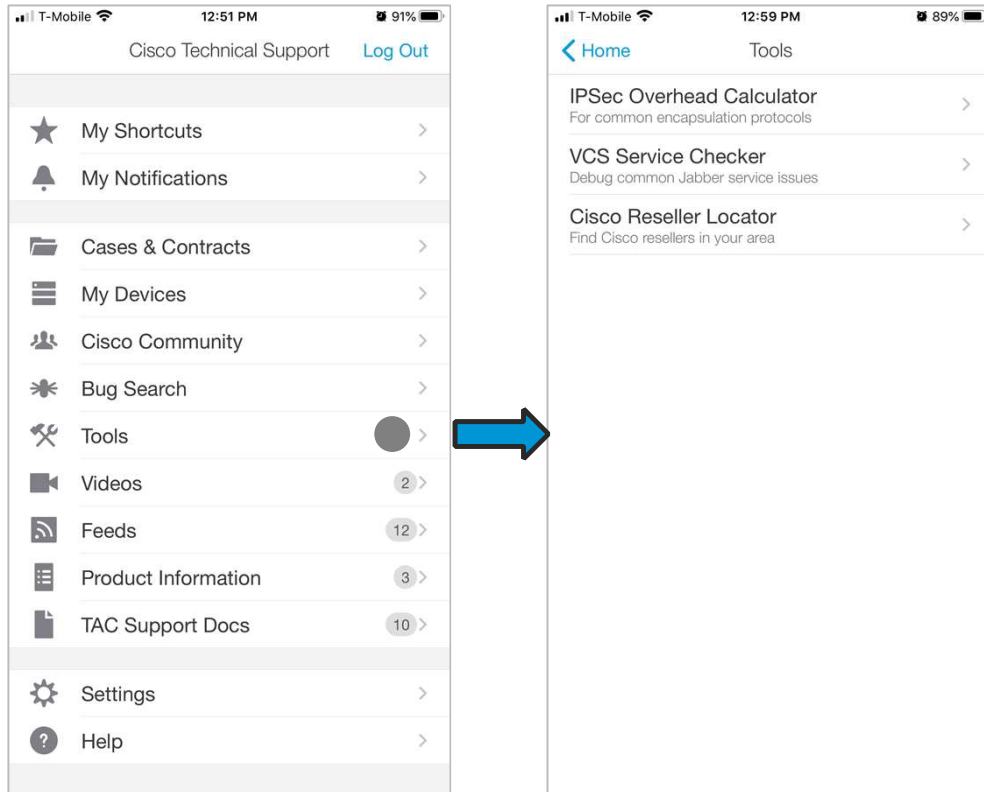
Check Device Coverage

You may check the support coverage on a particular product by entering it's serial number into the app. We will include the length of support coverage, warranty and the known installation address for the device.

- 2 An optical bar code scanner can be used to facilitate capturing the device's serial number.
- With your permission, we can leverage your current location to update the Installed At location by pre-populating a request email that you can send to us.



Tools



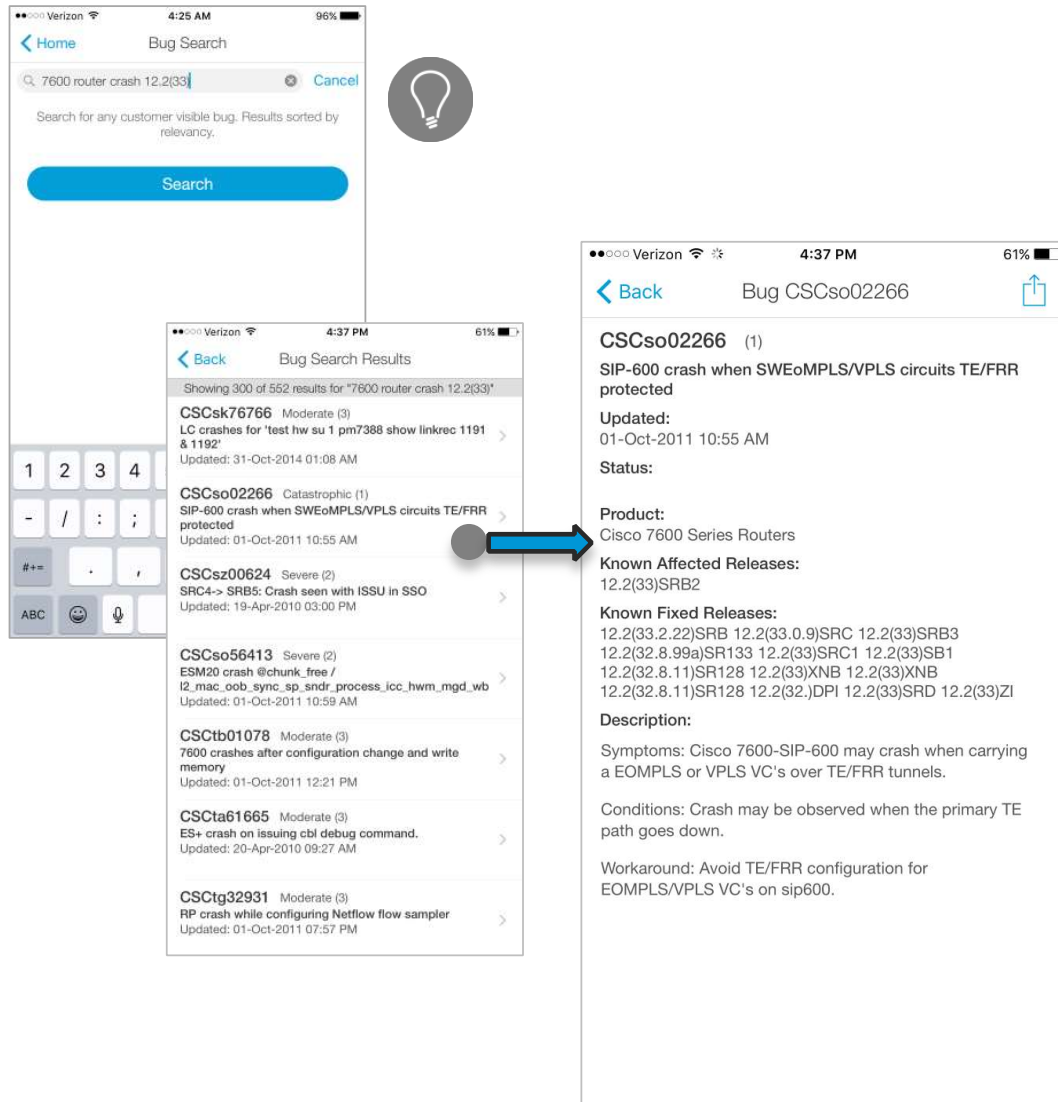
Cisco's TAC Engineers have been working to externalize tools they use on a daily basis to help support contract holders resolve issues. As mobile friendly tools are developed, they will be included here:

[IPSec Overhead Calculator](#) calculates overhead for common encapsulation protocols based on input packet size.

[VCS Service Checker](#) helps identify Jabber login issues, inbound call failures, phone registration failing, and XMPP federation.

[Cisco Reseller Locator](#) helps identify local partners that specialize in specific technologies and services.

Bug Search



Our Bug tracking system maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. Bug Search acts as a gateway to the bug tracking system and provides you with detailed defect information about your products and software.

Each bug has a unique identifier that follow a pattern of CSCxxNNNNN. These bug IDs are referenced in Software Release Notes, Security Advisories, Field Notices and other Cisco support documents.

Bug Search can assist you with risk management, product maintenance/sustainment and troubleshooting.

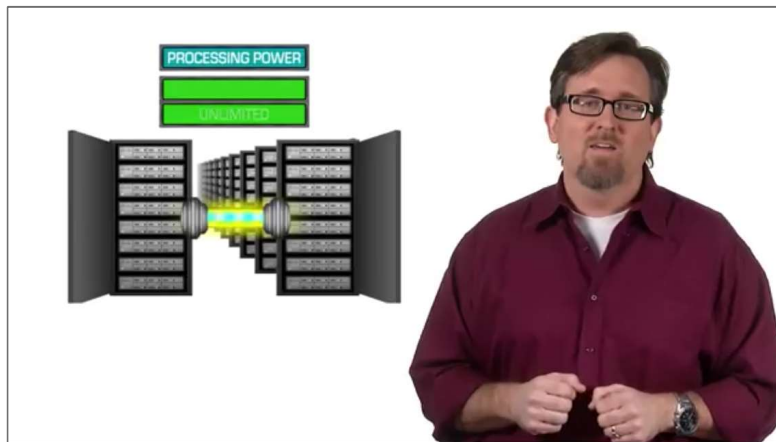
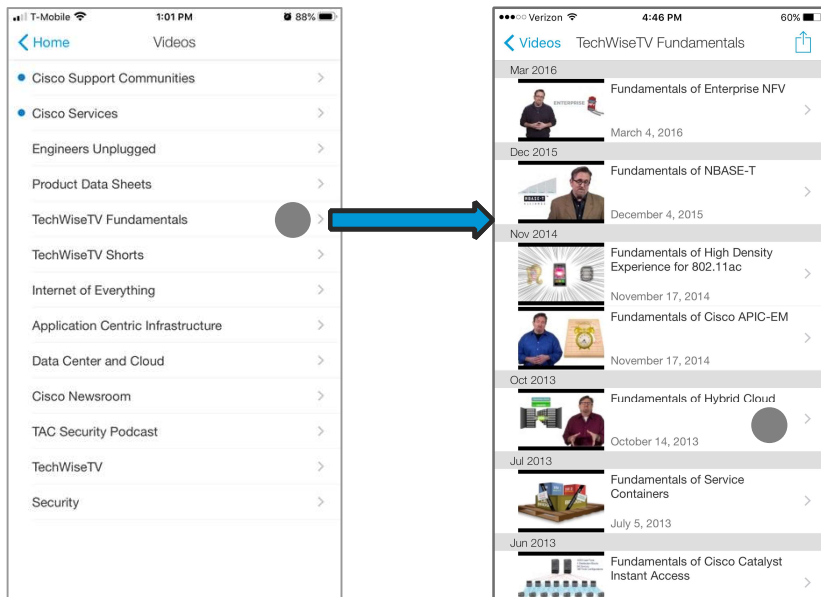


Individual bugs can be added to your Shortcuts from the Actions menu.



The search field will accept bug IDs, keywords, product/model numbers and software release trains.

Videos



A number of popular product and support related video channels including TechWiseTV, Engineers Unplugged and Industry Solutions are available for viewing.

When you tap on an individual video, the video player will launch in full screen mode and start playing the video.



Any Video Channel may be added to your Shortcuts from the Actions menu.



Engineers Unplugged is unique experience brought to you by Cisco's Data Center organization. Two engineers from different companies come together, a question/problem is posed on a white board, and they begin discussing the topic bringing their own unique perspectives to the situation.

RSS Feeds

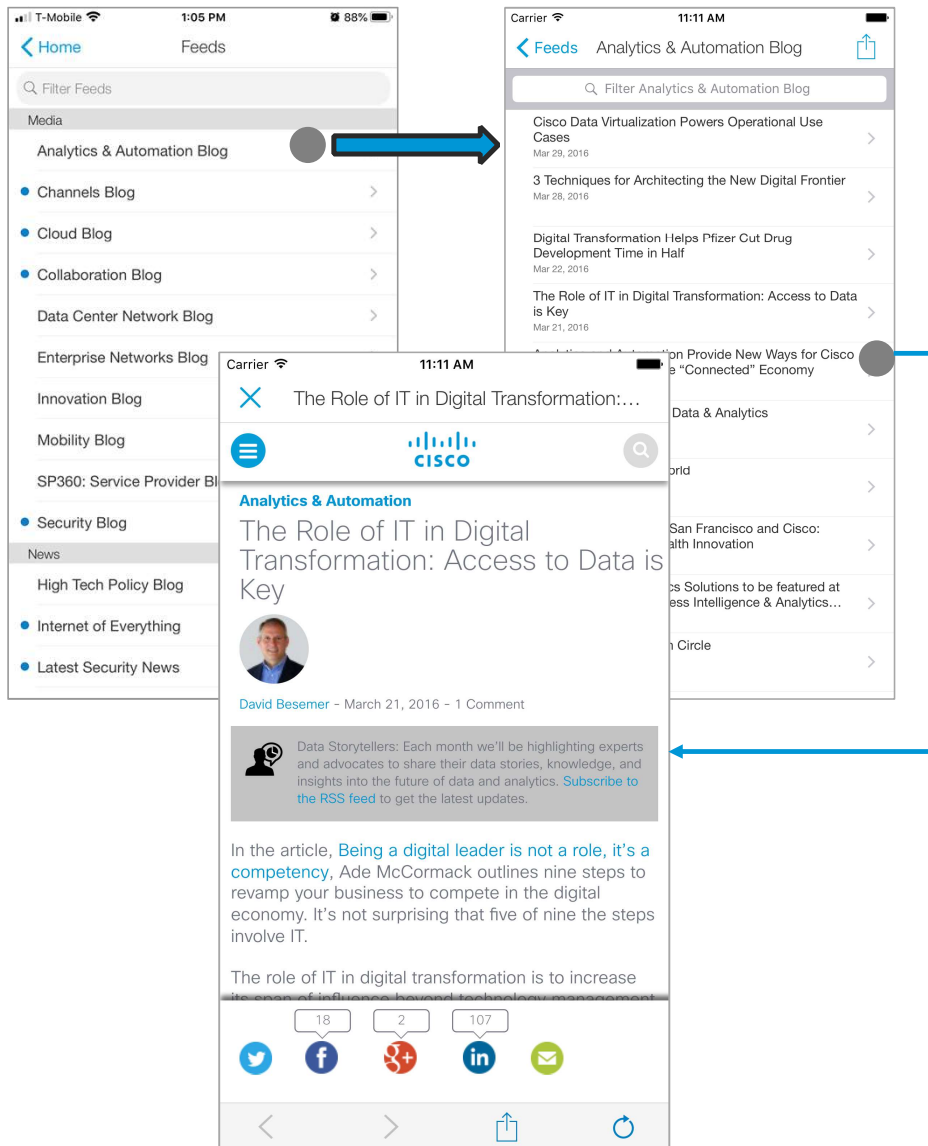
A number of RSS feeds covering a wide range of product solutions, news and highlights, security issues and weekly TAC hot issues are readily made available for consumption.

Any RSS Feed may be added to your Shortcuts from the Actions menu.

The security RSS feeds cover a wide range of topics including Cisco Security Advisories and Notices, Cyber Risk Reports, and Intellishield Alerts.

You may save any of the individual feeds for future consumption by accessing “Send to Pocket” in the Actions menu found on the header bar. A Pocket account is required before you can take advantage of this service.

To learn more, go to <http://www.getpocket.com/>.



Product Information

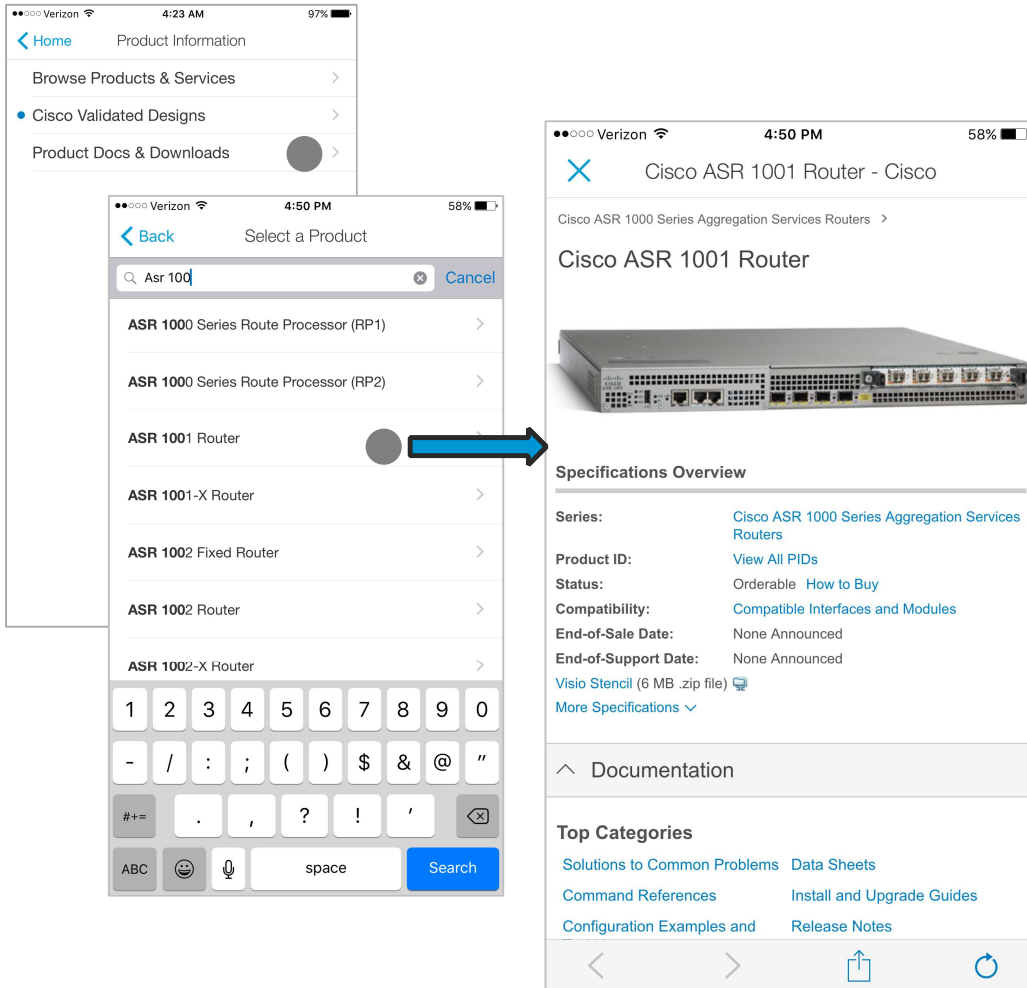
[Browse Products and Services](#) provides a conduit to pre-sales information to our products and services.

[Cisco Validated Designs](#) provides guidance for systems design based use cases or current engineering system practices across several technologies. Each guide has been comprehensively tested and documented by Cisco Engineers to ensure faster, more reliable, and predictable deployment.

[Product Docs & Downloads](#) is a gateway to aggregated support content for more than 7,000 product models. Each model page provides consolidated product specifications, support documentation, software download and community content specific to that device.



You can facilitate your search for model specific content by filtering the list based on the model number. As you type, the list of models will automatically reduce, providing a much more concise list from which to choose from.



TAC Support Docs

Over the course of many years, our TAC engineers have developed several thousands of documents ('cheat sheets') aimed at helping solve customer issues as quickly as possible. These documents have been refined over the years, and we have decided to expose the best of these documents for your benefit.

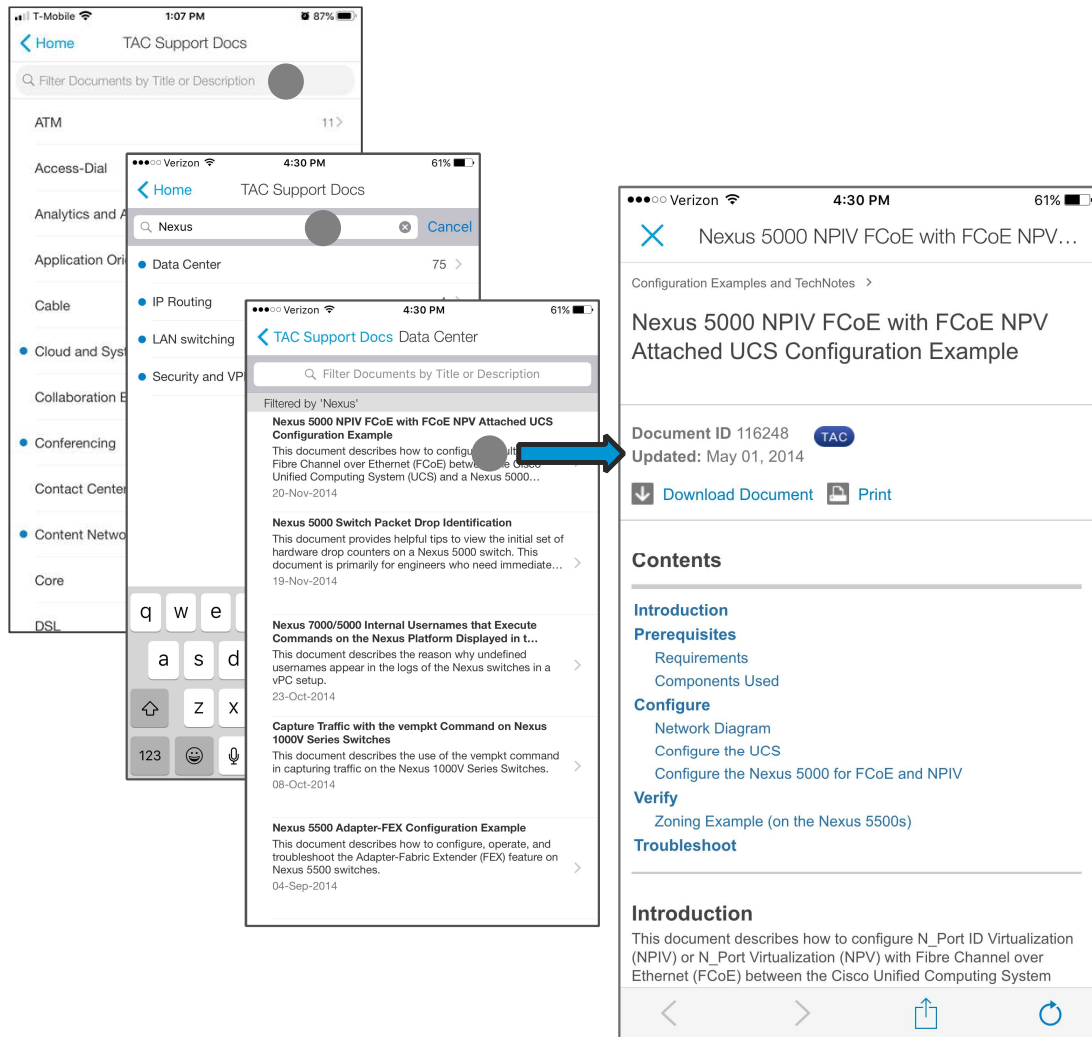
Roughly 50 new documents are added each month covering a range of topics from configuration, installation and troubleshooting issues.

You can quickly reduce the list of available documents by filtering on keywords found in the title or description of the document.

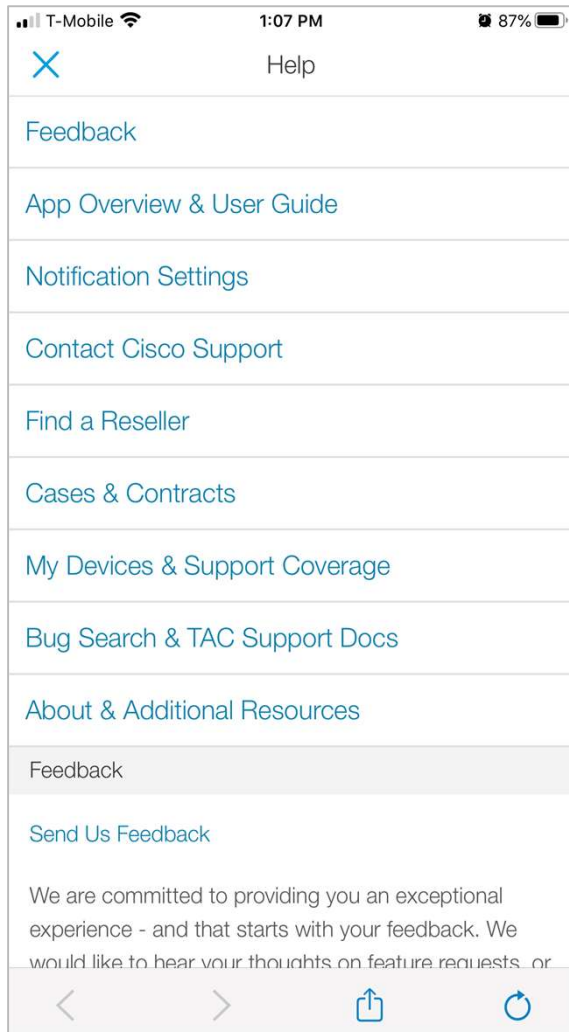


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To learn more, go to <http://www.getpocket.com/>.



Help



Help provides quick access to our global support phone numbers and partner locator, as well as a reference for various app features including:

- Application Maintenance Windows (includes downtimes)
- App Overview
- User Guide
- Notification Settings
- Contact Cisco Support (includes list of regional Cisco support phone numbers)
- Find a Cisco Reseller
- Cases & Contracts FAQ
- My Devices & Support Coverage
- Bug Search & TAC Support Docs FAQ
- About & Additional Resources
 - Privacy Statement
 - Terms & Conditions
 - Pocket Read It Later Service
 - Open Source Licensing Information

Thank you.

