

An Enriched Mobile Support Experience Arrives

"(The app is) one of the greatest things Cisco has done next to the TAC. Keep up the good work."

- Glenn Sellers, Network Engineer, University of Maryland Medical Systems

"...you'd think the app would be good for opening a TAC case, and maybe that's about it. Well, it's more than that.... more like 'Cisco Tech Info Central' for engineers. [Tech Zone Docs] are the publicly available documents that TAC has written to recommend best practices or address common customer issues, and many of them are pure gold... Priceless."

- [Review by Ethan Banks](#), Co-Host of *Packet Pushers*; Network Architect, Chase Paymentech Solutions

You'll find that we're maintaining our brisk pace of enhancements to the Cisco Technical Support mobile app. In fact, we just released new Android and iOS clients of the app, including a version specifically designed for iOS7 users.

What's New

You can still create, view, and update support cases, initiate and track RMAs, contact your assigned engineer with a touch, pull up product information and "click to chat" about it, and interact with Cisco Support in other ways that save you time and energy.

In addition, now you can use your smartphone or tablet to –

- Pull up authoritative "Tech Zone" documents, authored by TAC engineers, that address current technical issues that our customers often face
- Use a mobile version of our Bug Search Tool to find and manage software bugs
- Take advantage of camera-based bar code scanning when you open a case
- Enjoy a 50% reduction in steps to view or listen to videos, podcasts and feeds.
- Get enhanced access to support communities in English, Japanese, Polish, Portuguese, Russian, and Spanish



What next? Among other things, we'll soon enable you to see a high level overview of your Cisco support contracts, sorted by Expiration Date.

Interested? Then why not...?

Discover More about the App

- ✓ Grab the [mobile "at a glance"](#) sheet.
- ✓ View a [five minute video demo](#).
- ✓ Read a Firewall.cx independent [app review](#).

Download the App Here

iTunes: <https://itunes.apple.com/us/app/cisco-technical-support/id398104252?mt=8>

Google Play: https://play.google.com/store/apps/details?id=com.cisco.swtg_android&hl=en

BlackBerry: <http://appworld.blackberry.com/webstore/content/23758873/?countrycode=US&countrycode=IN&lang=en>