

The Help Page for the Cisco Business Mobile App

Objective

This article provides an overview of the Help options for the Cisco Business Mobile application.

Applicable Software | Version

- Cisco Business Mobile App | 1.0.24 ([link to the App Store](#))

System Requirements

The Cisco Business Mobile app is supported on Apple iOS-based devices running iOS version 13.0 and above. In the fall of 2021, an Android version will also be launched.

The following Cisco Business devices can be managed by the Cisco Business Mobile app:

- Cisco Business 220 Series Smart Switches
- Cisco Business 250 Series Smart Switches
- Cisco Business 350 Series Managed Switches
- Cisco Business 100 Series Access Points
- Cisco Business 100 Series Mesh Extenders
- Cisco Business 200 Series Access Points

Introduction

The Cisco Business Mobile Application gives you the ability to set up and manage your Cisco Business network. Unfortunately, if you are reading this article, you probably already set up your network and have some questions.

For even more additional troubleshooting tips, check out [Troubleshooting the Cisco Business Mobile Application](#).

Table of Contents

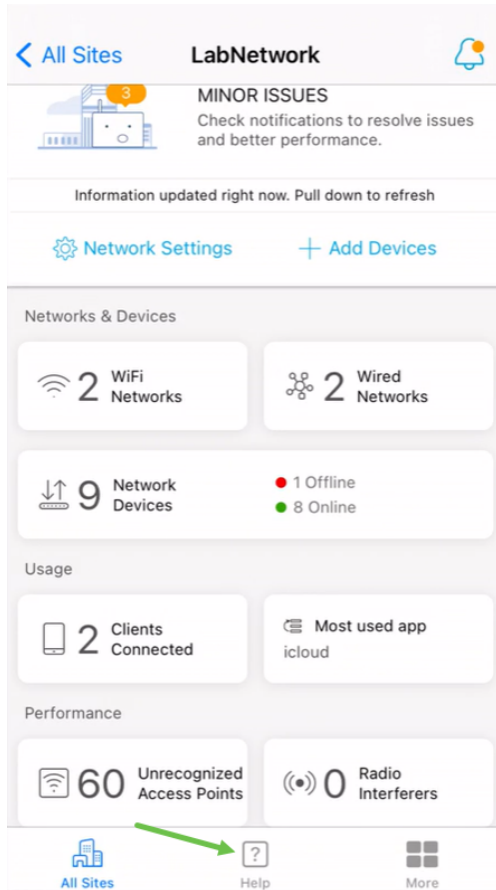
- [Access the Help Page](#)
- [Navigate to a Product Support Page](#)
- [Chat or Call Us](#)

- [Share your Feedback](#)

Take a Closer Look at the Help Page

Access the Help Page

To access the Help page, click on the help button at the bottom of the overview screen.



Navigate to a Product Support Page

If you have questions about a specific device in the network, click on the appropriate box.

Help

How can we help you?

Choose from the the device families below to get more information about your device.



SWITCHING

CBS220

Product Family



SWITCHING

CBS250

Product Family

Couldn't find what you are looking for?



Chat with us

Chat with our tech support team for help



Call us

Call out tech support team for help



All Sites

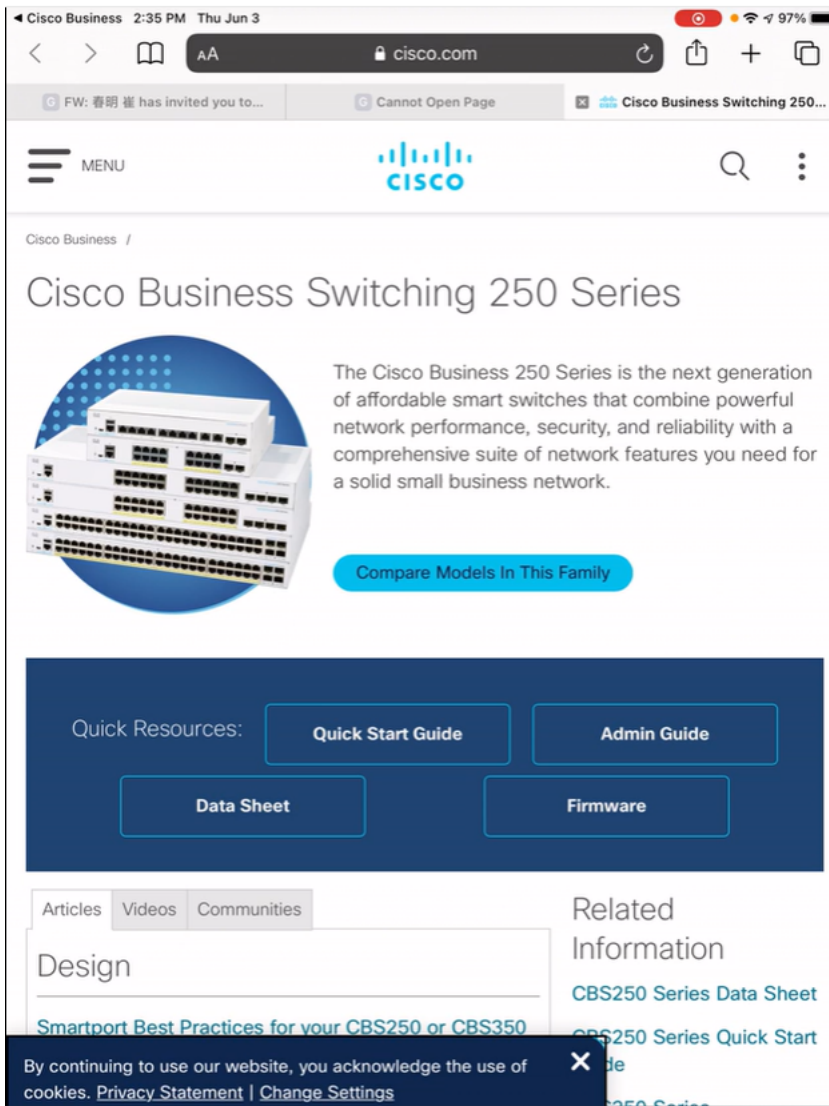


Help



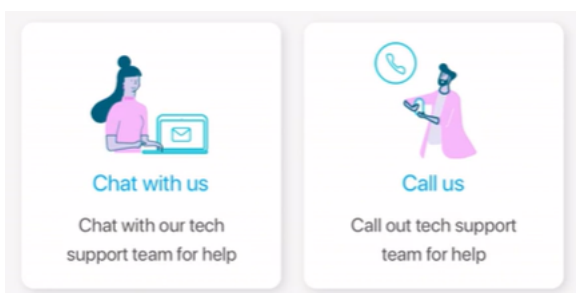
More

This will open the support page for that family. From here you can view all documentation for that series.

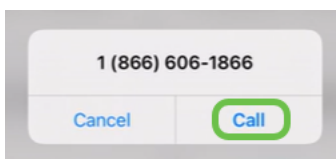


Chat or Call Us

If you select to chat, an instant message window will open.



If you select to call us, an appropriate number will show. On devices that allow phone calls, you can select the **Call** button.



Share your Feedback

At the bottom of the Help page, you will see an option to share some feedback.

Let us know your thoughts!



We would love to hear from you!

[Share your feedback](#)

Once you click this link, a feedback page will open.

This page is not intended for questions. This is exclusively for feedback on any issues you have encountered, feature requests, improvement suggestions, etc.

Cisco Business 2:36 PM Thu Jun 3

app.smartsheet.com

CISCO smartsheet

Cisco Business Mobile App Feedback

Cisco values your privacy. For more information, see: <https://cisco.com/go/privacy>

Feedback type *

Problem Feature request Improvement Something else

Feedback description *

Please provide your detailed feedback.

Name

Email address

App version

v1.0.19

OS version

14.5.1

Device model

iPad Pro 9.7"

File Upload

Please upload screenshots or other attachments.

Drag and drop files here or [browse files](#)

Conclusion

Now you know where to go for more information or to give feedback!

Looking for more articles on the Cisco Business Mobile application? Look no further! Click any of the tags below to be brought directly to that topic. Enjoy!

[Overview](#) [Day Zero](#) [Troubleshooting](#) [Device Management](#) [Upgrade Firmware](#) [Reboot a Device](#) [Debug Logs](#)