

Your New Service Request Process: Technical Support Reference Guide for Cisco TelePresence Products

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Introduction

This document describes the procedure for obtaining Technical Support through your newly adopted case management system through the Cisco® Technical Assistance Center (TAC). This document covers the Cisco.com user ID registration process, how to contact technical support, as well as how to manage your service request online.

We want you to know that this is only a change in the process through which you receive technical support. We at Cisco are committed to delivering the same high level of quality service that you are accustomed to receiving.

The Cisco TAC will allow you to:

- Open service requests (including RMAs and release keys) by phone, web, or email 24 hours a day, 365 days a year
- Download software updates (maintenance and minor releases) for your covered software
- Access Cisco's online support, including database of product and service information, service request tracking, and a robust set of tools that help facilitate knowledge transfer to your staff and help answer questions more quickly

Registration for a Cisco.com User ID

To contact Cisco Technical Support for questions or issues with your Cisco TelePresence products, you first need to register for a Cisco.com user ID. If you already have a Cisco.com user ID, go to step 2 below as you do not need to reregister. To register for a Cisco.com user ID, go to the main Cisco webpage (www.cisco.com) and follow the steps described below.

1. Navigate to www.cisco.com and click "Register."



2. Fill out the information on the Cisco.com Registration form.



Worldwide [change] Log In |

Search

SolutionsProducts & ServicesOrderingSupportTraining & EventsPartner Central

HOME

Cisco.com Registration

Overview

Welcome to Cisco

Cisco.com Registration

Register here to gain access to Cisco tools and information.

* Required Field

Choose Language for this Form: *

English

(For future communications you will need to select your language preference in the Profile Management tool)

First Name *Last Name *

JohnDoe

Company/Organization *

Acme Co.

(You may choose to enter "None")

Address Line 1 *Address Line 2

555 Main Street

City *State/Province/Region *

San FranciscoCA

Country *Zip/Postal Code *

UNITED STATES94115

E-mail Address *Re-enter E-mail Address *

jdoe@gmail.comjdoe@gmail.com

(Valid e-mail address is required for registration confirmation.)

Business/Primary Phone Number

Country Code * Number * ext

1555-555-1212

[Locate country code](#)

Login Name *

jdoe_test

(Must be between 9 and 50 characters, no spaces, contain at least one letter, and may contain numbers.)

Password *Re-enter Password *

.....

(Your password must contain both upper and lowercase alphanumeric characters (a-z, A-Z, 1,2,3...), and must be at least eight characters long.)

Choose a secret question 1 *

What is the name of your first elementary/primary school? (3-20 characters)

Secret Answer 1 *

Elmhurst

Choose a secret question 2 *

What is the name of your high school/secondary school? (3-20 characters)

Secret Answer 2 *

Washington High

(Please select two secret questions and provide answers for each. Please do not use spaces.)

Fine Print

- Cisco will process and store information submitted using this form, including any updates, in accordance with the [Cisco Privacy Statement](#).
- Companies that conduct business with Cisco may contact me with product and services information.
- I may receive communications from Cisco (notification preferences may be changed in the Profile Management tool).

☒ Yes ☐ No

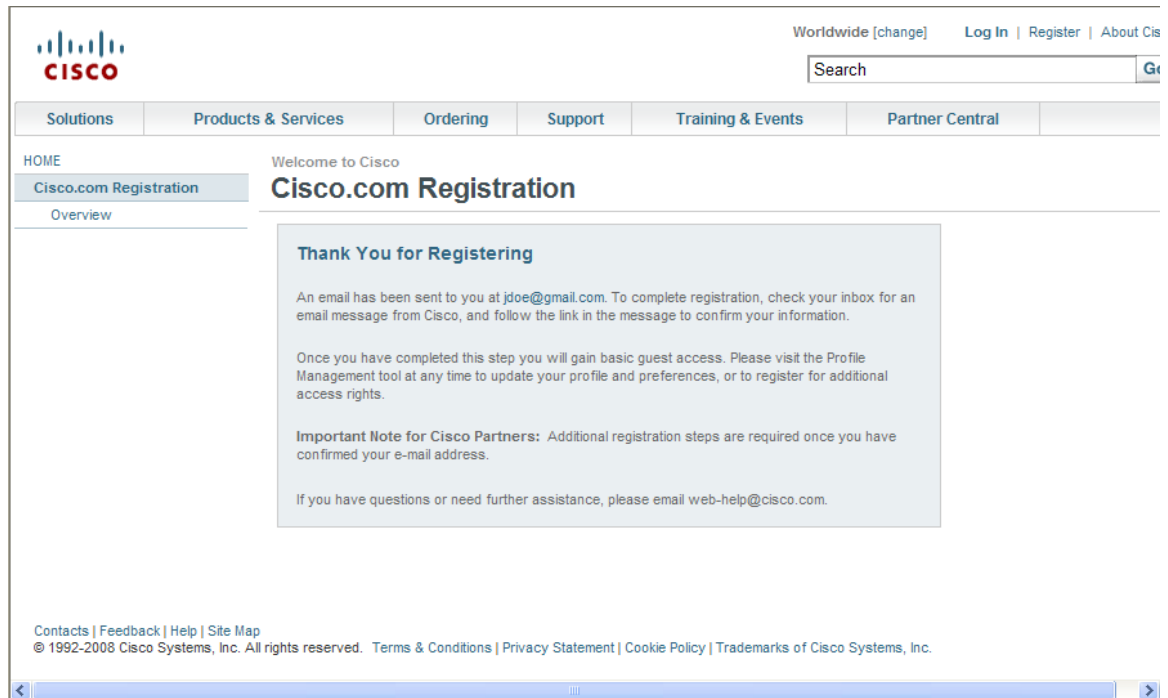
☒ Yes ☐ No

☒ Yes ☐ No

SubmitCancel

3. Upon clicking “Submit” on the first page, you will receive an email sent from Cisco. From the link provided in this email, you will be directed to this Cisco.com Registration confirmation page. This step is to verify, confirm, and activate your Cisco.com registration.

Note: This step in the registration process for a Cisco.com user ID is critical.



4. You will need to select the “Get increased access to entitled areas of Cisco.com” radio button to view and manage your Service Contract online, then click “Go Now.”



Worldwide [change] [Log In](#) | [Register](#) | [About Cis](#)

[Solutions](#)

[Products & Services](#)

[Ordering](#)

[Support](#)

[Training & Events](#)

[Partner Central](#)

HOME

[Cisco.com Registration](#)

[Overview](#)

Welcome to Cisco

Cisco.com Registration

Basic Registration Complete

You have successfully registered with Cisco.com and have basic guest access through your Cisco.com ID.

Please choose how you would like to proceed:

☐ Continue to Cisco.com

☐ Register My Company as a Cisco Partner

☐ Partner Self-Service

Connect my Cisco.com user ID with an existing Cisco partner.

☒ Get increased access to entitled areas of Cisco.com

You may require additional levels of entitlement if you fall into one of the following categories:

- You are a Service Contract owner (May also have a contract to resell Cisco products). You will be requested to provide your contract number(s).
- Your company purchases directly from Cisco. You will need to provide a customer number and a valid purchase or sales order number.
- You are a customer of a Cisco Certified Partner and have Partner Initiated Customer Access (PICA). You will need to provide your PICA Registration Number and Verification Key.
- You are a CCIE

Go Now

5. You will be directed to the Cisco.com Profile Manager. From there, select the ADDITIONAL ACCESS tab and the “Obtain Access to additional Service Contract(s)” link.

CISCO Worldwide [change] Log In | Register | About Cis

Solutions Products & Services Ordering Support Training & Events Partner Central

HOME>Welcome to Cisco
Cisco.com Profile Manager
Overview

Cisco.com Profile Manager

CONTACT ORGANIZATION **ADDITIONAL ACCESS** PREFERENCES PASSWORD MANAGEMENT

Profile - Additional Access

From the list below you can access the applications you have registered for and in addition you can register to additional applications.

Your Access

Obtain Additional Access

Obtain access to additional service contract(s)

Cisco Channel Partner or Authorized Reseller

☐ Purchase Direct from Cisco
Requires: Valid Purchase or Sales Order Number and Customer Number

☐ Customer of a Cisco Certified Partner Initiated Customer Access [PICA] Partner
Requires: PICA Registration Number and Verification Key

☐ You are a Cisco Certified Internetwork Expert [CCIE User]
Requires: CCIE Certification

Cancel Submit

6. Enter your Service Contract number(s) as provided by your Cisco account representative, partner or distributor. Partners with access, can look up their contract numbers in Cisco Service Contract Center (CSCC).

The screenshot displays the Cisco.com Profile Manager interface. At the top, there is a navigation bar with the Cisco logo, a search bar, and links for 'Worldwide [change]', 'Log In', 'Register', and 'About Cisco'. Below this is a secondary navigation bar with tabs for 'Solutions', 'Products & Services', 'Ordering', 'Support', 'Training & Events', and 'Partner Central'. The main content area is titled 'Cisco.com Profile Manager' and includes a sidebar with 'HOME', 'Cisco.com Profile Manager', and 'Overview'. The main section has a header 'Welcome to Cisco' and a sub-header 'Request to insert Service Contract(s)'. Below this, there is a text block explaining the request process and a form with a label 'Service Contract Number' and an input field. At the bottom of the form are 'Cancel' and 'Submit' buttons.

Worldwide [change] Log In Register About Cisco

Search Go

Solutions Products & Services Ordering Support Training & Events Partner Central

HOME

Cisco.com Profile Manager

Overview

Welcome to Cisco

Cisco.com Profile Manager

CONTACT ORGANIZATION ADDITIONAL ACCESS PREFERENCES PASSWORD MANAGEMENT

Request to insert Service Contract(s)

To request to insert Service Contract(s), please enter the necessary information below. If you do not know the Service Contract Number but need access please contact your Service Sales Representative or send an email to web-help@cisco.com.

Enter your service contract number(s) below. (Comma separated):

Service Contract Number

Service contract association process takes approximately six hours.

Cancel Submit

If you have any problems with this web registration process, you may send an email to Cisco at web-help@cisco.com. If you are located in North America, you may call 1-800-553-2447 for assistance to reach Cisco's TAC support organization. For the rest of the world, it is recommended you consult the worldwide toll-free number list at www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html, and one of the support agents will assist you in completing the registration process.

Opening a Service Request by Phone

Support Numbers

1-800-553-2447 U.S.

For worldwide support numbers, refer to Cisco worldwide contacts:

www.cisco.com/en/US/partner/support/tsd_cisco_worldwide_contacts.html

When you want to report a case, make sure you have the following information available:

- Cisco.com user ID
- Contract number or serial number
- Business effect (case severity)

Cisco entitles customers by contract number or serial number and Cisco.com ID. You must know your Cisco.com user name and have the contract number or serial number of the product when you are calling for support.

Once the agent has all the appropriate information he/she will open a case, provide you with a case tracking number and route your case to a support engineer. They will contact you to provide technical assistance.

Defining the Severity of a Service Request

Severity 1 and 2 Service Requests must be opened by phone.

Severity 3 and 4 Service Requests should be opened online, but may be opened by phone.

- **Severity 1 (S1)** – shall mean reported Error(s) in Covered Software that causes all or substantially all of a system to be functionally inoperative severely affecting delivery to Customers and requiring immediate corrective action, regardless of time of day or day of the week.
 - Product and/or covered software are in operable for 100% of Customers
 - Loss of service > 0.5% of Customers
- **Severity 2 (S2)** – shall mean reported Error(s) in covered products causing the loss of one or more major functions of the system, causing perceptible degradation or interruption of services delivery to Customers or seriously affecting Customer's ability to operate, administer, or maintain their system and requiring immediate attention. Urgency is less than Severity 1 situation because of a lesser immediate or impending effect on system performance, Customer's operation and revenue.
 - Management system failure
 - No backup is available
- **Severity 3 (S3)** – shall mean reported Error(s) in covered products disabling specific noncritical functions of the system that do not significantly affect delivery services to Customers. The lost or degraded functionality impairs Customer's ability to operate, administer, or maintain the system, but does not significantly affect services delivery to Customers.
 - System functionality or performance is reduced
 - System is working on backup
 - Loss of service < 0.5 % of Subscribers

-
- **Severity 4 (S4)** – shall mean reported Error(s) in covered products which is an irritant only and has no significant effect on the functionality or operation of the system and requests for informational support assistance, including product information requests and configuration assistance.
 - Conditions that do not significantly impair the function of the system
 - Documentation
 - System enhancement/functionality request

Contacting Cisco TAC by Web

The online service request management tool, called TAC Service Request Tool (TSRT), allows users to open a service request, assign a severity (level 3 or 4), receive information through the web or email, maintain and track service requests online, and upload files.

Using the TAC Service Request Tool (TSRT)

TAC Service Request Tool (TSRT) on Cisco.com will allow you to open a new service request. There are four main steps for opening a Service Request using TSRT:

1. Set up Service Request – enter Cisco.com user ID, assign severity, and so on
2. Describe Problem – capture the problem the customer is experiencing
3. Specify Product – verify customer's product is covered by service contract
4. Finish – confirm information with customer and edit accordingly

You can access the online service request tool using this link:

<http://tools.cisco.com/ServiceRequestTool/create/launch.do>

You will be required to log in with your Cisco.com ID and Password. Please make sure that you have your contract number or serial number available with your Cisco.com ID.

1. Set Up Service Request.

Enter Cisco.com user ID.

Worldwide [change] Logged In | Account | About Cisco

Search Go

Solutions Products & Services Ordering Support Training & Events Partner Central

HOME TAC Service Request Tool -- New Request

TAC Service Request Tool -- New Request

1 Setup Request 2 Describe Problem 3 Specify Product 4 Finish Help Feedback

A * denotes a required field.

Cisco.com User ID

Please specify the Cisco.com User ID of the person to be listed as the contact for this service request.

Enter Cisco.com User ID: [Cisco.com Registration and Login](#)

Continue Reset

Need help creating a service request? Try these options.

- View a brief tutorial: [Flash](#) or [PDF](#).

Related Tools

- Dynamic Configuration Tool
- TAC Service Request Tool -- My Requests
- RMA Service Order Tools

Contacts | Feedback | Help | Site Map

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Evaluate the issue and enter your contact information. You may also add other email addresses to be included in the Service Request (SR) update notifications as well.

Evaluate Issue

Schedule Response: *

☒ Next Available TAC Engineer *(Response within approximately one hour)*

☐ At a Future Date & Time *(For severity level 3 & 4 only.)*
Contact will be made no more than one hour after:

Date Time

Timezone

Extended Loss of Service?: *

☐ Yes, end users are experiencing a loss of service for more than 30 seconds. [What does this mean?](#)

☐ No

Contact Information

Contact Name: Vivian Chen [Edit Profile](#)

Preferred Contact Method: *

☐ E-Mail

☐ Phone

Preferred E-Mail: *

☒ From Profile:

☐ Temporary E-Mail:

Preferred Phone Number: *

☒ From Profile:

☐ Temporary Number:

E-Mail Confirmation: *

☒ No

☐ Yes

Additional E-mails (CC):

2. Describe the problem. Give the description and select Technology, Sub Technology, and Type of Problem.

The table below shows the Tech/Subtech combos for the TelePresence products.

Technology	TelePresence	
Subtechnology	TelePresence 1300, 3000, 3200 Series	TelePresence Codec (C20, C40, C60, C90)
	TelePresence System - 500, 1000, 1100 Series	TelePresence MXP Codec (3000, 6000)
	TelePresence Manager	TelePresence Edge MXP (75, 85, 95)
	TelePresence Multipoint Switch	TelePresence Solutions - Clinical Presence, Intern MXP
	TelePresence Recording Server	TelePresence Precision HD Camera
	TelePresence Commercial Express	TelePresence Video Communication Server
	TelePresence Exchange System	Conference Management Suite and Director
	TelePresence System 500 - Deployment Support	TelePresence Server 8710, 8010, 7010
	TelePresence Readiness Assessment Manager (CTRAM)	TelePresence 8000 Series Gateways (Server, Media, IP GW, ISDN GW, VCR)
	MXE 5600 for Cisco TelePresence	TelePresence MCU 4200 and 4500 Series
	TelePresence Profile Series (65, 52, 42)	TelePresence MPS Series (200, 800)
	TelePresence Desktop EX Series (EX90, EX60)	TelePresence 3000 Series Gateways (IP 3500 Series, ISDN 3241, Media 3610)
	TelePresence MXP Series (150, 1000, 1700)	TelePresence IP VCR 2200 Series
	TelePresence Set-top MXP (550, 770, 880, 990)	TelePresence Movi
	IP Video Phone E20	xTANDBERG Endpoints (MXP, Desktop, Camera)
		xTANDBERG Infrastructure (Call Control, Gateway, Mgmt, MCU, Recording, Movi)

TAC Service Request Tool -- New Request

[HOME](#)

TAC Service Request Tool -- New Request

1 Setup Request
2 Describe Problem
3 Specify Product
4 Finish
[Help](#)
[Feedback](#)

A "*" denotes a required field.

Your Description of the Problem

Service Request Title: *

Describe Problem: *

30000 characters remaining

Additional Information:

Router/Node Name:

Software Version:

Technology Category

Choose a value that closely matches your problem

Technology: *

Service Provider - Video Transmission
Telepresence
Voice - Call Agents (Softswitch), SS7/ITP, BTS10200, PGW2200
Voice - Communications Manager
Voice - Communications Manager Additional Apps and Plugins
Voice - Communications Manager Express (CME) and/or Unity Express (CUE)
Voice - Gateways, Gatekeepers, and ATAs
Voice - Phones, Fax, Modems
Voice - Unity
WAN

Subtechnology: *

Select One
Conference Management Suite and Director
IP Video Phone E20
MXE 5600 for Cisco Telepresence
Prime Collaboration Manager
TelePresence 3000 Series Gateways (IP 3500 Series, ISDN 3241, Media 3610)
TelePresence MXP Series (150, 1000, 1700)
TelePresence Set-top MXP (550, 770, 880, 990)
Telepresence 1300, 3000, 3200 Series

Related Tools

[Cisco Support Community Forum](#)
[TAC Service Request Tool -- My Requests](#)
[RMA Service Order Tools](#)
[Dynamic Configuration Tool](#)

3. Describe the Product you need assistance with.

- Enter the *Serial Number*.

OR

- Enter the *Product Name* or *Description*.
- Enter contract number and select your contract type in the *Product* field.

The screenshot shows the Cisco TAC Service Request Tool interface. The top navigation bar includes links for Solutions, Products & Services, Ordering, Support, Training & Events, and Partner Central. The main heading is "TAC Service Request Tool -- New Request". A progress bar indicates four steps: 1. Setup Request, 2. Describe Problem, 3. Specify Product (current step), and 4. Finish. The "Specify Product" section contains a form with the following fields: "Serial Number" (with a "Where do I find this?" link), "Product name or description" (with an example "7200 series router"), "Contract Number", "Service Level" (a dropdown menu), "Installation Location" (a sub-form with fields for Site Name, City, State/Province, and Country), and a "Country" dropdown menu. There are "Back" and "Search" buttons at the bottom of the form.

4. Review the request details, and then submit the Service Request.

The screenshot shows the "Service Request Confirmation" screen of the Cisco TAC Service Request Tool. The main heading is "TAC Service Request Tool -- New Request". A green confirmation message states: "You have successfully created service request #614997939. A technical support engineer will contact you soon." Below this, there are links for "Optional Next Steps": "Upload Files", "Update or Review the Service Request", and "Create Another Service Request". There is also a section for "TAC Recommended Solutions" with a link to "TAC Case Collection". The right sidebar contains links for "Help", "Feedback", and "Related Tools" (Dynamic Configuration Tool, TAC Service Request Tool -- My Requests, and RMA Service Order Tools).

Contacting Cisco TAC by Email

Open new service requests by email using the Cisco support email address: tac@cisco.com. If you are opening a new service request, put "TelePresence" in the subject line of your email. This will help the agent processing the incoming email to determine the correct service request queue to route your support request.

Include the following information in your email:

- Company name
- Contact name
- Contact phone number
- Cisco.com User ID
- Contact email address
- Contract number or serial number
- Product type (e.g. Cisco TelePresence 1300, 3000, 3200 Series)
- Business effect (service request severity – as defined above)
- Brief problem description
- Equipment location (e.g., address)
- Alternate contact name
- Alternate contact phone number

Providing this information will help expedite the processing of the service request through the Cisco TAC agent.

Once the agent has processed the email, he/she will open a service request and you will receive a service request number by email. A support engineer will contact you shortly regarding your service request.

Managing Your Service Request

After you have created your service request, you can view the status, update the SR notes, upload files, turn automatic updates on or off, and request case closure.

Navigate to www.cisco.com and click "Support," then select "[Query TAC Service Request](#)."

The screenshot displays the Cisco Support website. At the top, the Cisco logo is on the left, and navigation links for 'Worldwide [change]', 'Log In', 'Account', 'Register', and 'About Cisco' are on the right. A search bar with a 'Go' button is also present. Below the navigation bar is a horizontal menu with tabs: 'Solutions', 'Products & Services', 'Ordering', 'Support', 'Training & Events', 'Partner Central', and 'My Cisco'. The 'Support' tab is selected, leading to the 'Support and Documentation' page. This page is divided into several sections: 'Option 1: Select a Product Name' with a search box and a list of product categories; 'Option 2: Select a Task' with icons and links for 'Download Software', 'Troubleshoot', 'Install & Upgrade', 'Maintain & Operate', 'Configure', and 'Design'; 'Support for Home Products' featuring 'Linksys and Valet Home Networking' and 'Flip Video Flip and Flipshare'; 'Documentation Resources' including 'What's New in Technical Documentation', 'Cisco Docwiki', and 'Multimedia Documentation'; 'Tools & Resources' with links to 'Bug Toolkit', 'Cisco Notification Service', 'Software Advisor', 'Command Lookup', and 'See All...'; 'Communities & Forums' promoting the 'Cisco Support Community'; and 'Contact Cisco for Support' with links to 'Create TAC Service Request', 'Query TAC Service Request', and 'Email or Phone Technical Support'. A 'Support Location - Language' dropdown is set to 'Worldwide - English'. At the bottom, there is a 'Featured Browser Plugins' section and a 'Featured Support Tours' section.

Or you may go directly to: <http://tools.cisco.com/ServiceRequestTool/query/>

You may search by Service Request Number, Contract, Cisco.com ID, status, and so on.

1. You may view your service request by entering the SR number, your contract number, or your Cisco.com user name.

Support

TAC Service Request Tool -- My Requests

Search Your Service Requests

Logged in as: [viviasche](#), Internal Employee

If this is your first time using this tool, you may wish to read the help page before getting started.

Search by Service Request Number

Enter Number: *

☒ Cisco Service Request Number

☐ Helpdesk Tracking Number

Search

Advanced Search

A * denotes a required field

Search by *

☒ Contract Number

[Find Contract](#)

☐ PICA ID

☐ Cisco.com User Name

Service Request Status *

☒ Open

☐ Closed

☐ Pending Customer Response

Creation Date

☒ All Dates

☐ From: Day Month Year To: 21 JUL 2010 (in GMT)

Contact:

Last Name

Phone

Country

Technology

Select One



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

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