

# Smart Call Home Quick Start Configuration Guide

Smart Call Home offers proactive diagnostics and real-time alerts on click Cisco devices, which provides higher network availability and increased operational efficiency. Smart Call Home is a secure connected service of Cisco Unified Communications Essential Operate Services ESW for the Cisco Unified Communication Manager (CUCM).

This document provides information about how to configure and register a Cisco Unified Communication Manager for Smart Call Home using one of two transport options through Cisco Unified Serviceability. These options are :

1. [Email transport to Cisco \(Cisco Unified Serviceability\)](#)
2. [HTTPS transport to Cisco \(Cisco Unified Serviceability\)](#)

## Requirements for Smart Call Home:

- Cisco Unified Communication Manager release 8.6 or later is required to support Call Home.
- A CCO ID associated with a corresponding Cisco Unified Communications Essential Operate Service ESW contract for your company.
- Cisco Unified Communications Essential Operate Service ESW for the CUCM to be registered.
- Internet Explorer (IE) 6.0 or later, Mozilla Firefox, and Safari browsers are supported.

## Resources for Smart Call Home:


Information about different resources for Smart Call Home is available at [www.cisco.com/go/smartcall](http://www.cisco.com/go/smartcall).

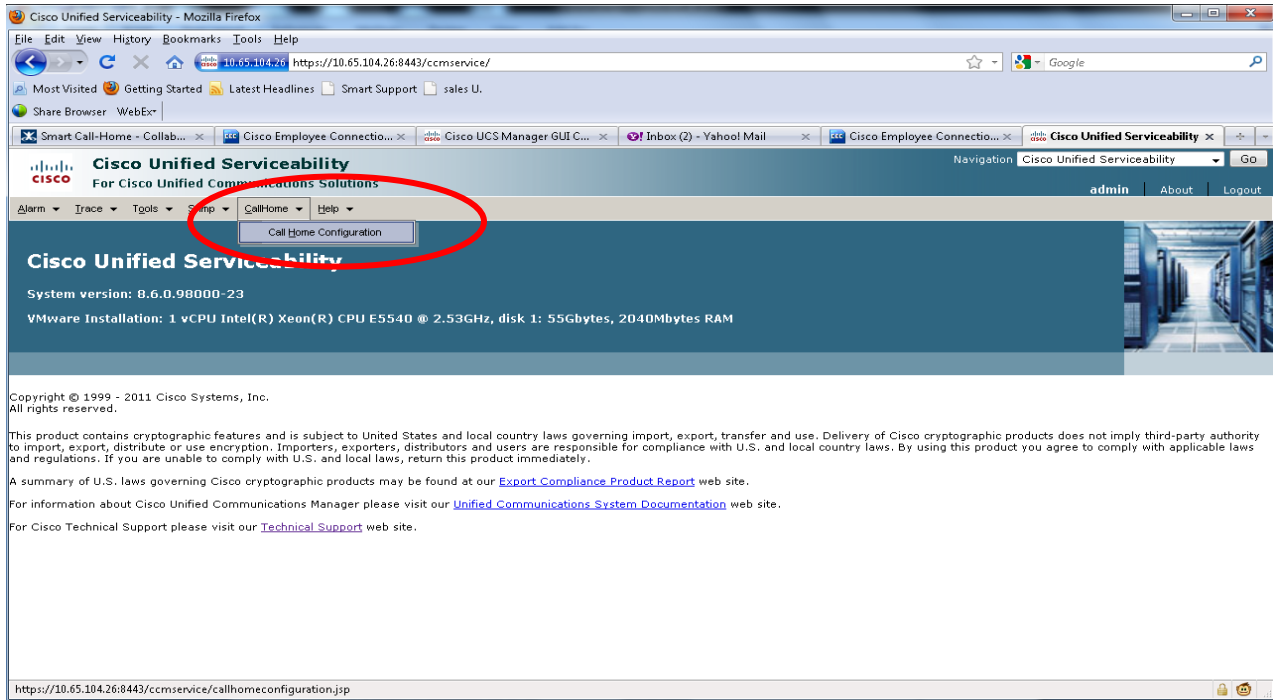
Detailed Call Home configuration information for Cisco Unified Communication Manager is available in the *Configuring Call Home for Cisco Unified Communication Manager* document.


The Smart Call-Home User Guide is available at [http://www.cisco.com/en/US/docs/switches/lan/smart\\_call\\_home/user\\_guides/Book.html](http://www.cisco.com/en/US/docs/switches/lan/smart_call_home/user_guides/Book.html)

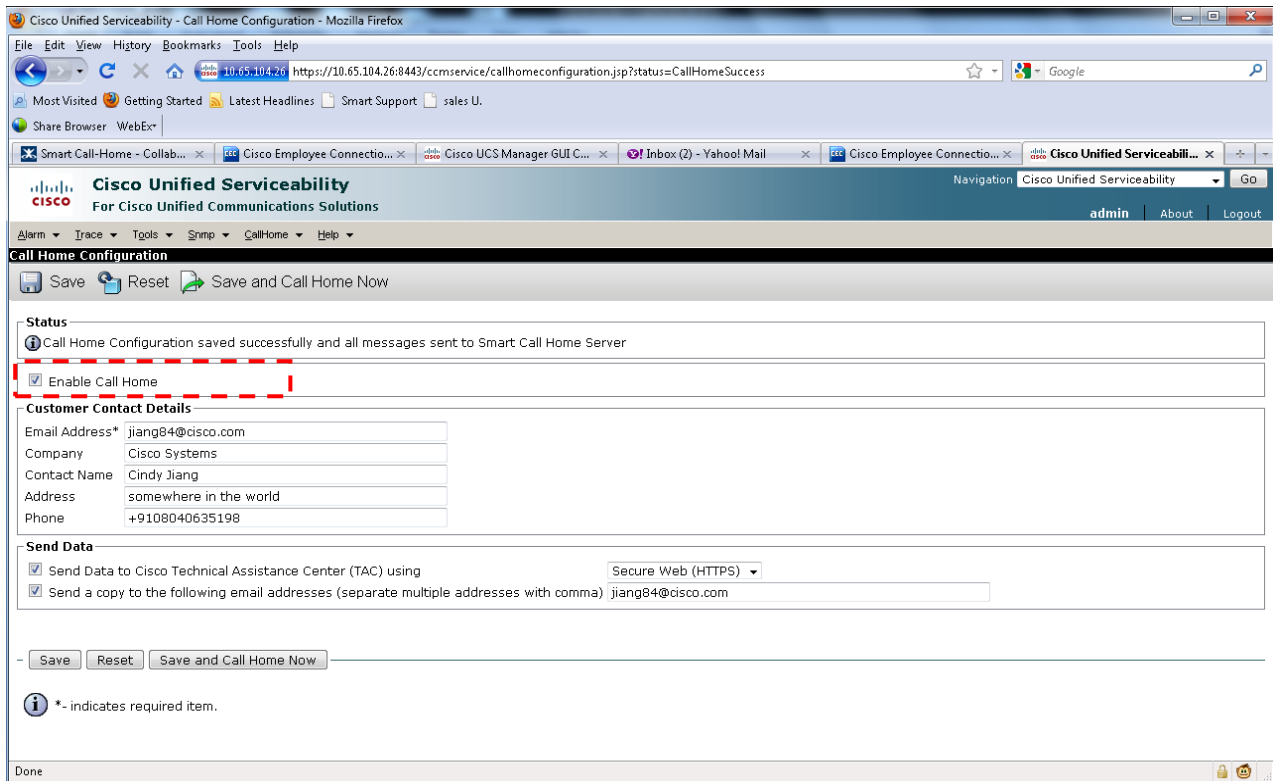
# Call Home Configuration Using Cisco Unified Serviceability - Email to Smart Call Home

The following is a sample configuration that shows the minimum steps that are required to configure Call Home on a Cisco Unified Communication Manager using Cisco Unified Serviceability, so that the CUCM can communicate with the Smart Call Home System.

1. **Launch Cisco Unified Serviceability** - use any web browser then specify `https://<ip address of CUCM>` and enter your username and password. On the menu choose **CallHome > Call Home Configuration**. 



2. **Enable Call Home** - Enable Call Home by checking the **Enable Call Home** check box. 



3. **Configure the customer contact information: Contact, Phone, Email and Address** - In the Email Address field the "\*", after 'Email Address', designates the email address as a mandatory field.

Cisco Unified Serviceability - Call Home Configuration - Mozilla Firefox

File Edit View History Bookmarks Tools Help

10.65.104.26 https://10.65.104.26/ccmservice/callhomeconfiguration.jsp?status=CallHomeSuccess

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**Cisco Unified Serviceability**  
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**Call Home Configuration**

Save Reset Save and Call Home Now

**Status**

Call Home Configuration saved successfully and all messages sent to Smart Call Home Server

Enable Call Home

**Customer Contact Details**

Email Address\* jiang84@cisco.com

Company Cisco Systems

Contact Name Cindy Jiang

Address somewhere in the world

Phone +9108040635198

**Send Data**

Send Data to Cisco Technical Assistance Center (TAC) using Secure Web (HTTPS)

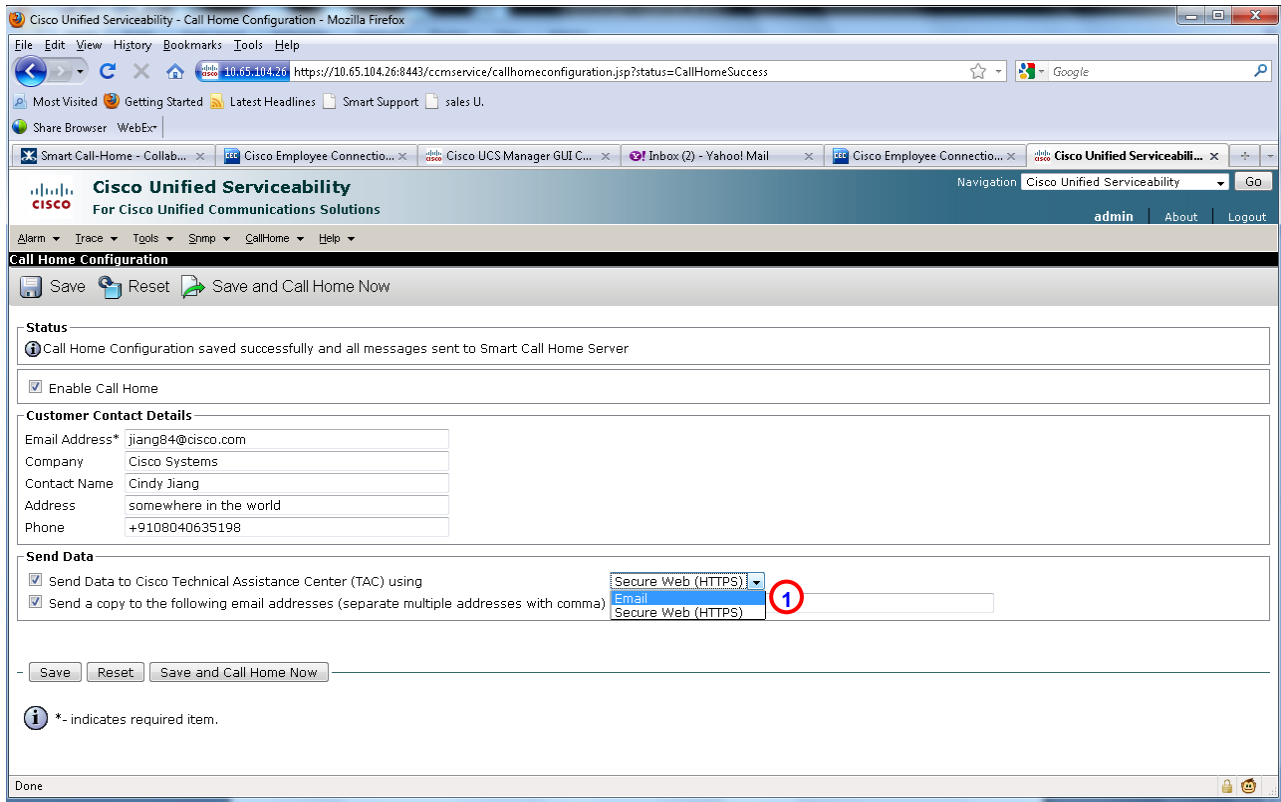
Send a copy to the following email addresses (separate multiple addresses with comma) jiang84@cisco.com


Save Reset Save and Call Home Now

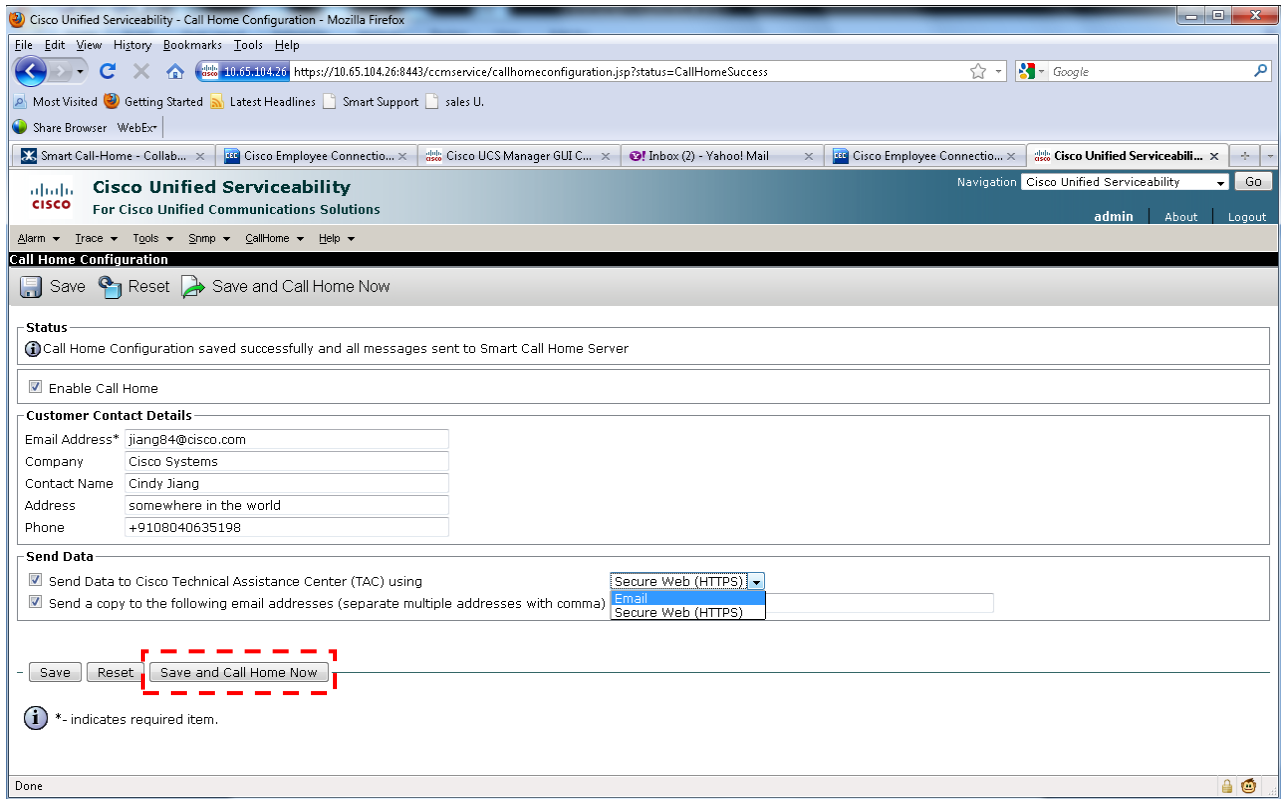
\* - indicates required item.

Done

4. **Choose email as transportation method** - Select **Email** from the drop-down list to send data to [callhome@cisco.com](mailto:callhome@cisco.com) by default.



5. Send a Call Home Inventory message to start the registration process – click the Save and Call Home Now button  to save the configuration and to start the registration process.

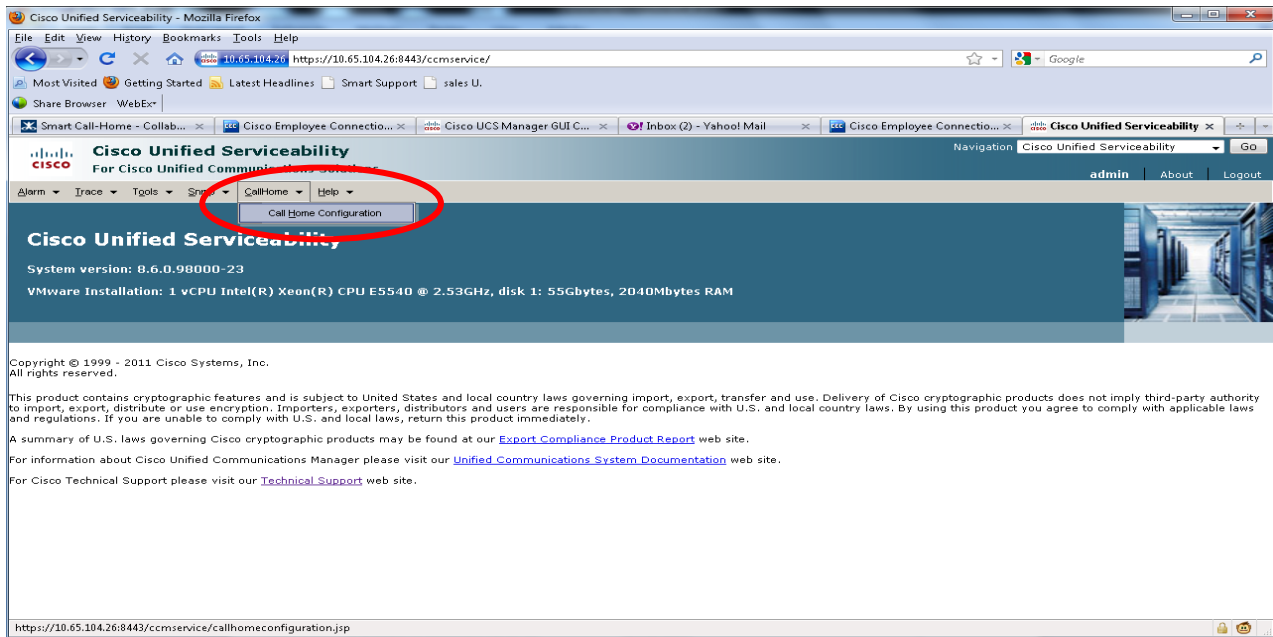


6. Receive an email from Cisco, and click the link in the email to complete registration for Smart Call home.

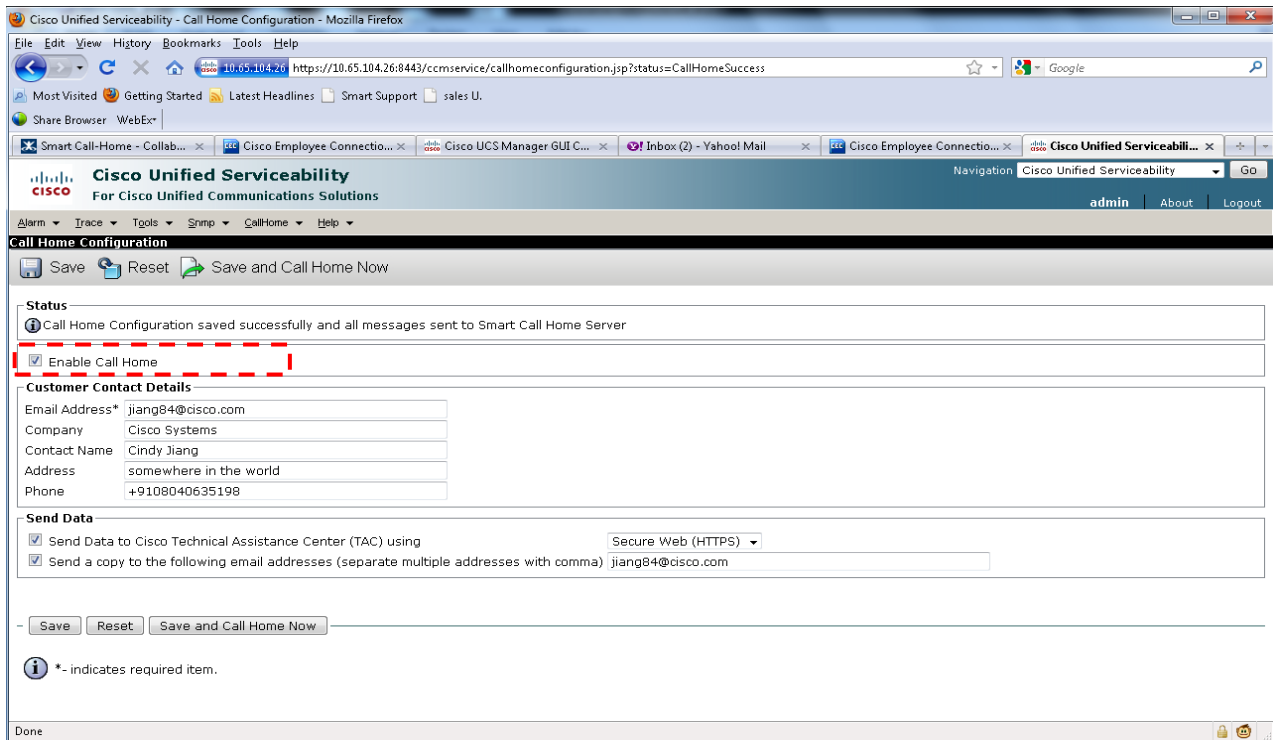
## Call Home Configuration Using Cisco Unified Serviceability - HTTPS to Cisco

The following is a sample configuration that shows the minimum steps that are required to configure Call Home on a Cisco Unified Communication Manager. These steps configure Cisco Unified Serviceability to use HTTPS, which allows secure communications with the Smart Call Home System. The last step shows how to trigger an inventory message, which starts the registration process.

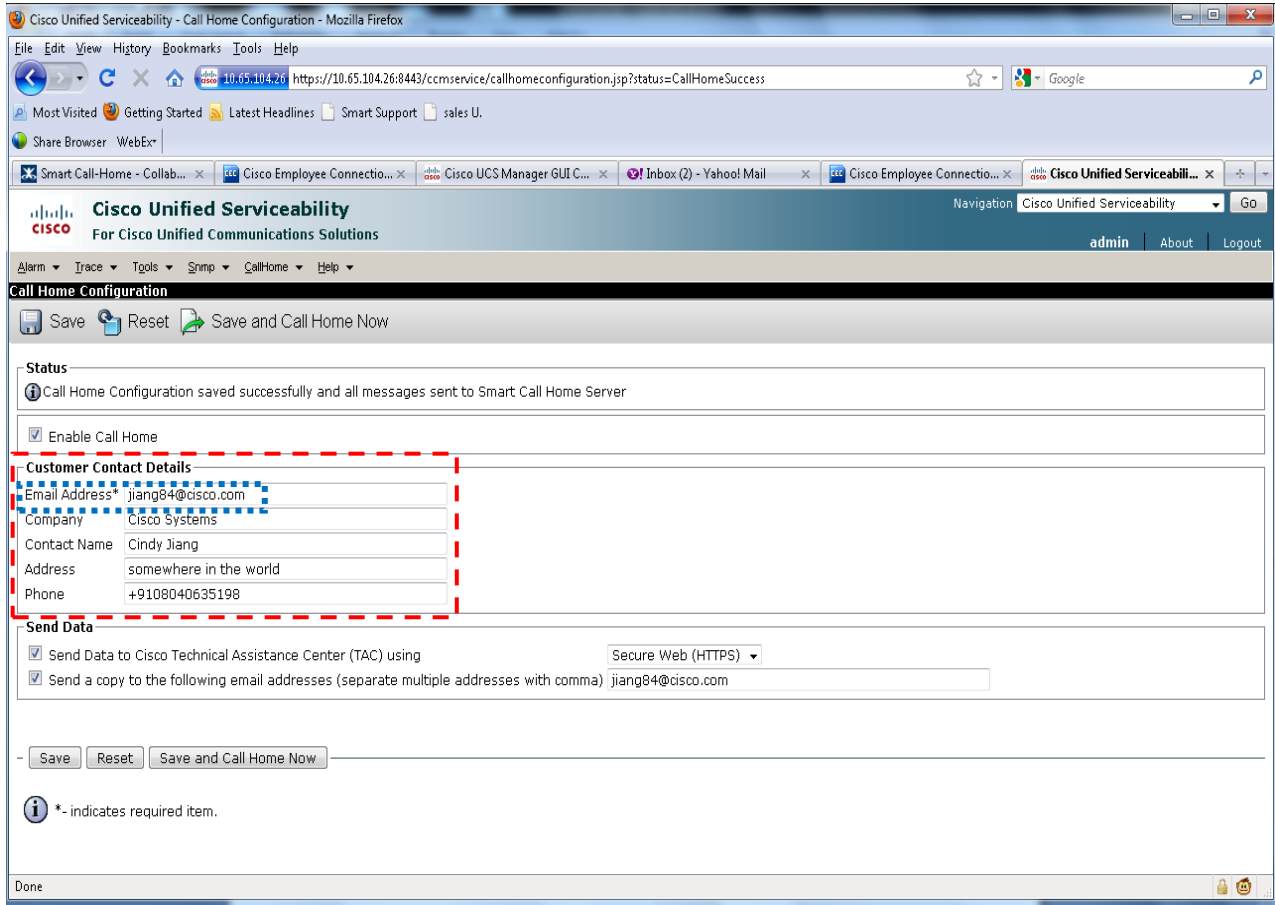
1. **Launch Cisco Unified Serviceability** – use any web browser then specify `https://<ip address of CUCM>` and enter your username and password. On the menu choose **CallHome > Call Home Configuration**.



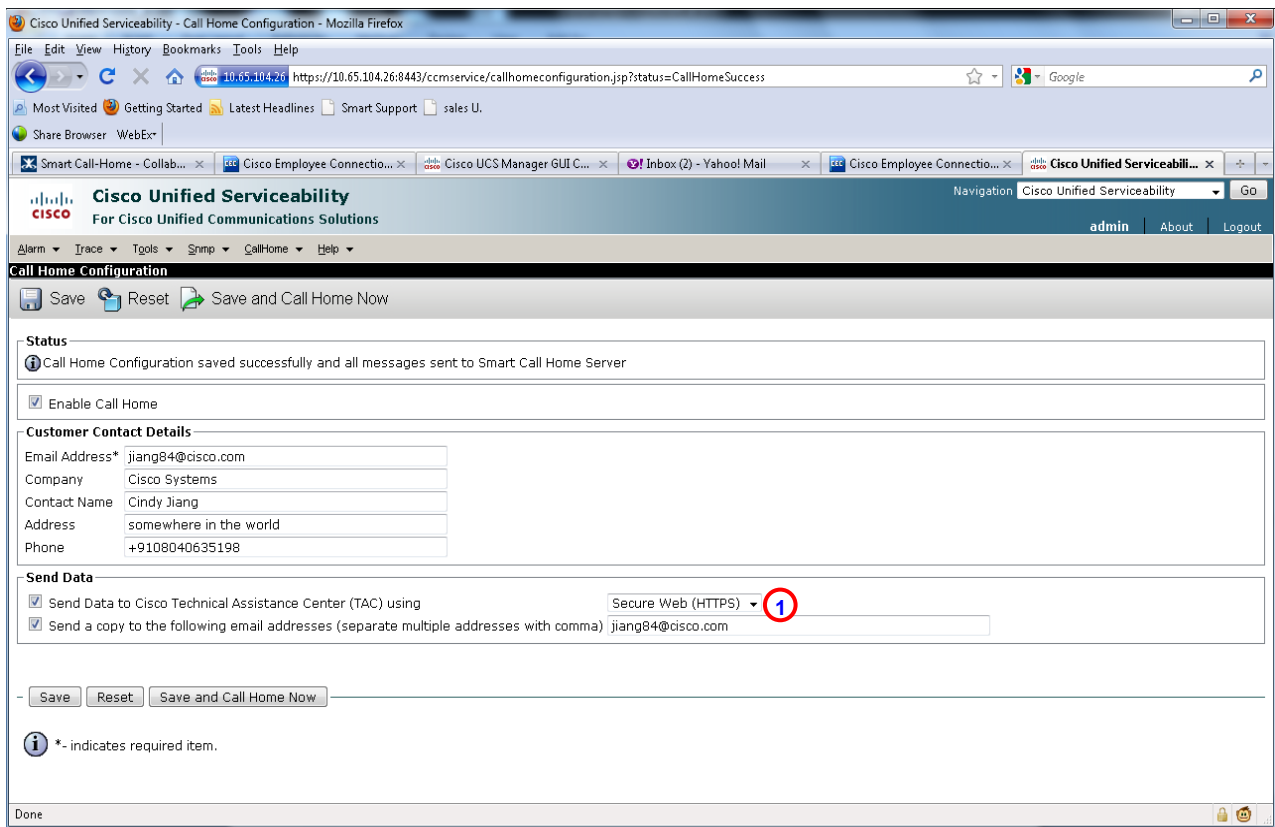
2. **Enable Call Home** – Enable Call Home by clicking the **Enable Call Home** check box.



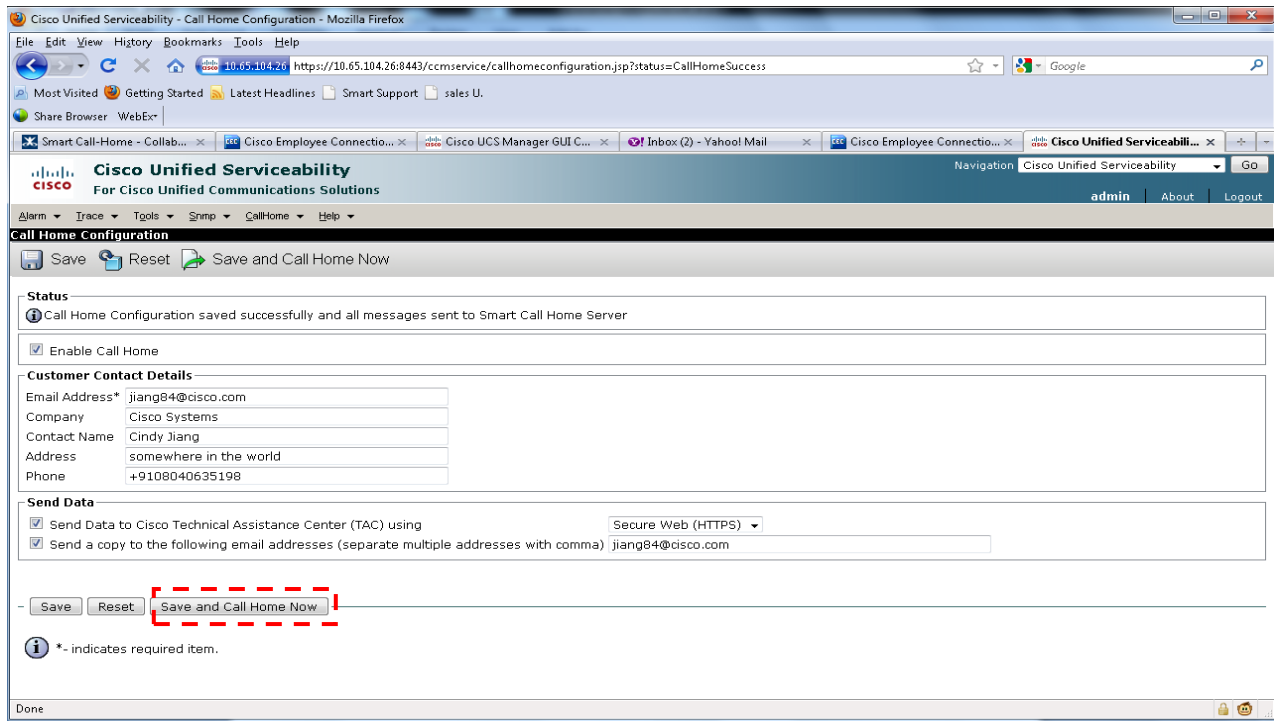
3. **Configure the customer contact information: Contact, Phone, Email and Address** - In the Email Address field the '\*', after 'Email Address', designates the email address as a mandatory field.



4. **Choose HTTPS as transportation method** - Select **Secure Web (HTTPS)** from the drop-down list.



5. Send a Call Home Inventory message to start the registration process – click the **Save and Call Home Now** button  to save the configuration and to start the registration process.



6. Receive an email from Cisco and click the link in the email to complete registration for Smart Call home.