

For
Small
Business



Cisco OnPlus Service

Getting Started with the OnPlus Mobile App

Requirements

- Active Cisco OnPlus Partner Account or Authorized Agent account for www.cisco-onplus.com or www.onplusbeta.com.
- Mobile phones:
 - Android phone (Android OS version 2.2 and later; 3.0 is not supported)
 - Apple iPhone 3GS, 4G, 4S and iPod Touch (iOS 4.2 and later)
- iPad and Android tablets are supported as long as they are running the OS versions listed above.
 - The iPad will run the app like an iPhone. The user interface will start out as iPhone size until “2x” button is selected, then it will max out to the size of the screen. This is expected behavior for iPhone apps running on an iPad.
 - For Android tablet, UI content will automatically max out to the size of the screen.

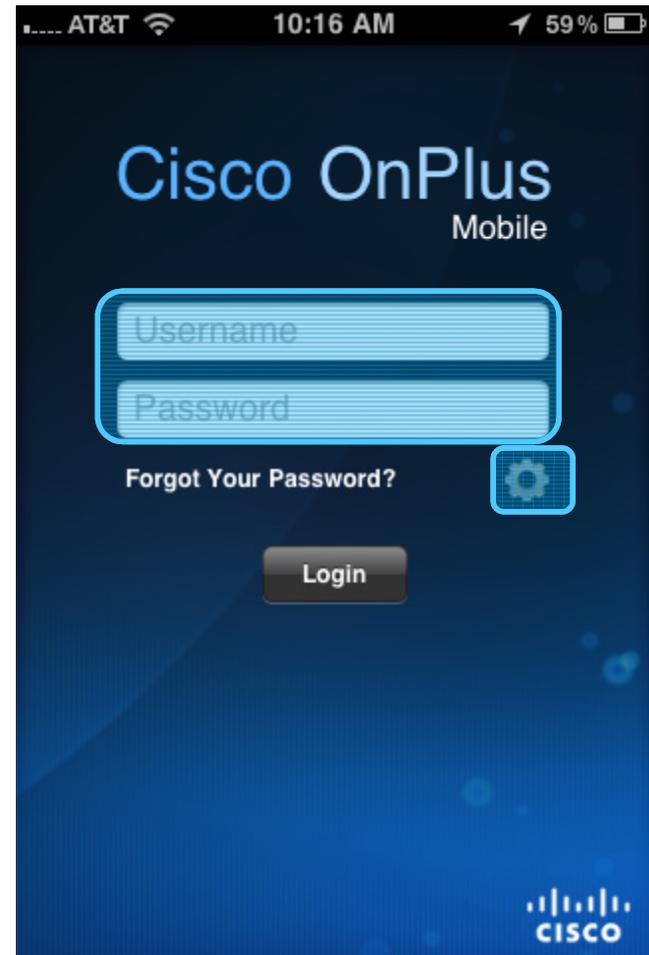
Downloading and Installing the App

To obtain the OnPlus Mobile App

- **Android** – Search for “onplus” in the Android Marketplace
- **iPhone / iTouch** – Search for “onplus” in the Apple iTunes store

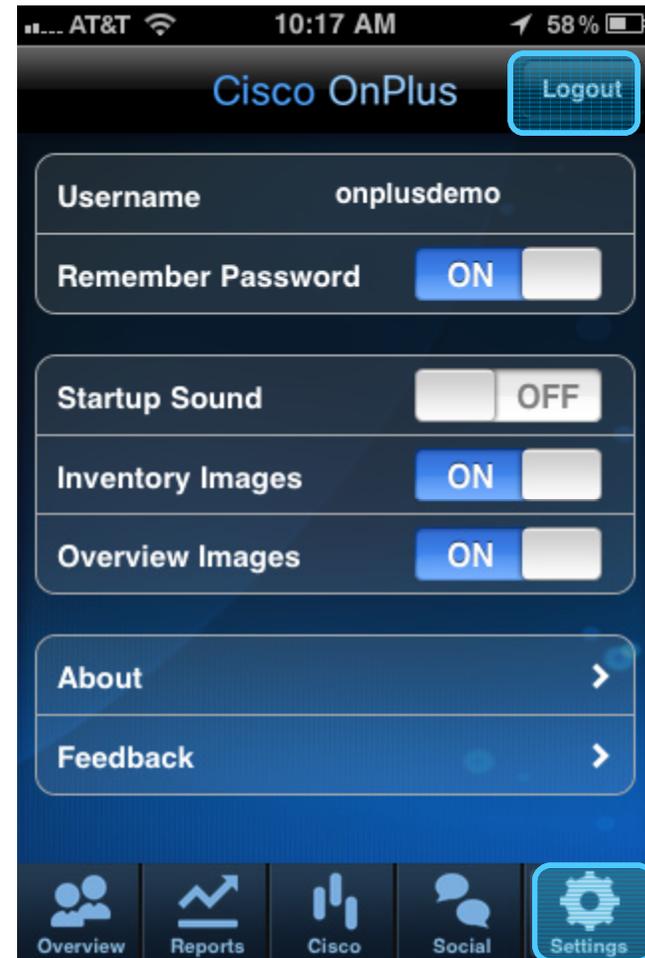
Logging In

- Log in with your OnPlus Partner Account credentials
- Click the Settings icon to change sites (OnPlus, OnPlus Beta, or Demo)
- Demo site credentials are populated automatically



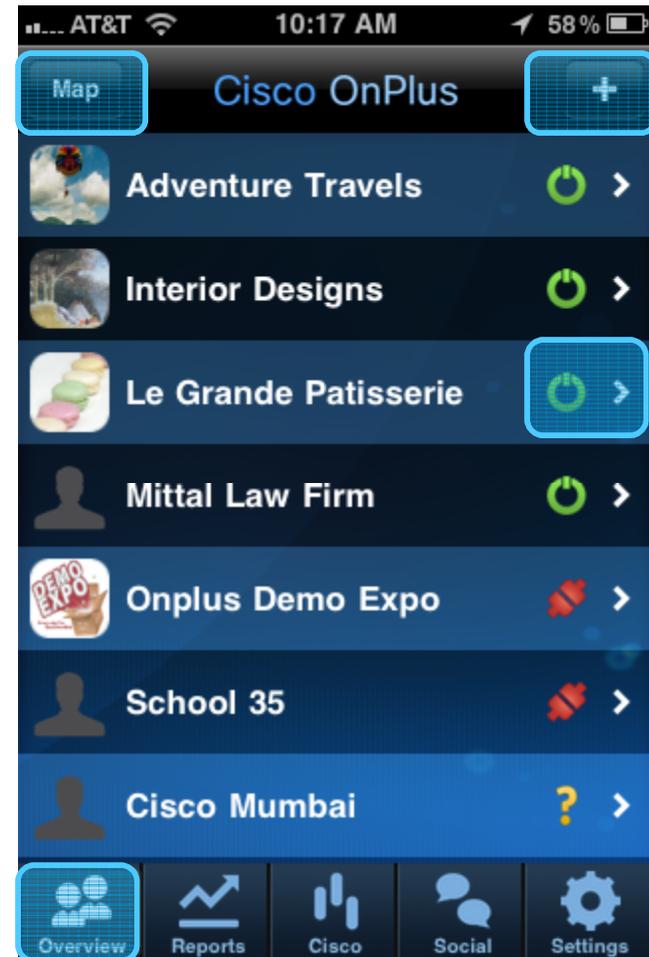
Mobile App Settings / Logout

- Remember password enable/disable
- Enable/disable startup sound
- Enable/disable image loading on inventory/overview pages
- Provide feedback
- Log out of Mobile App



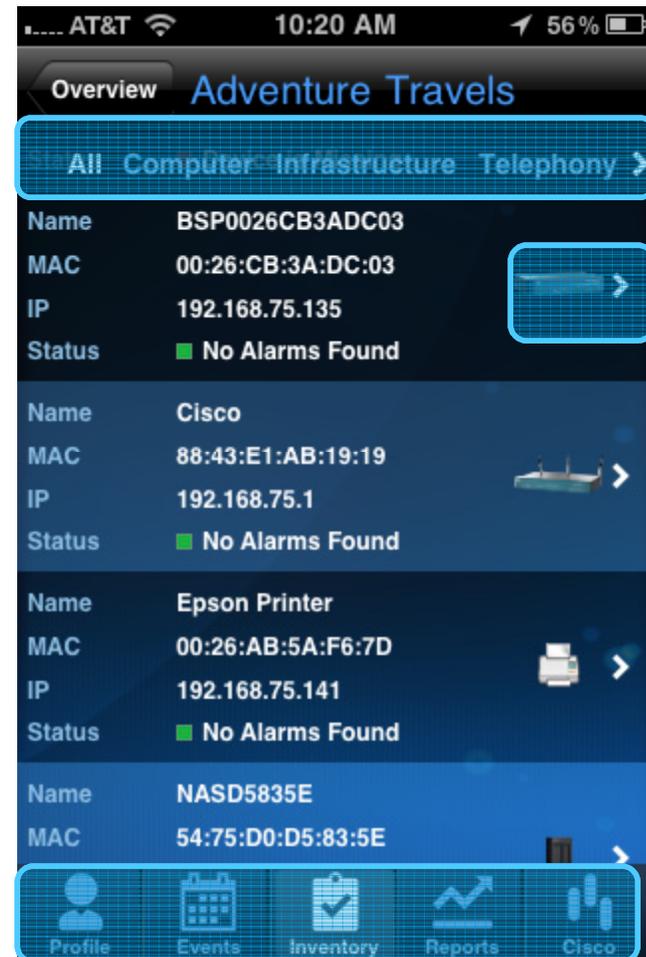
Overview / Customer List

- Click + to add a new customer profile
- Click > to access per-customer dashboard, customer profile, customer-specific reports and Cisco device support info
- Click **Map** to view Google map of all customer site locations
- **Reports** – Global reports (All customers)
- **Cisco** – Details for Cisco firmware you have uploaded
- **Social** – Cisco Small Business and OnPlus media and support community content



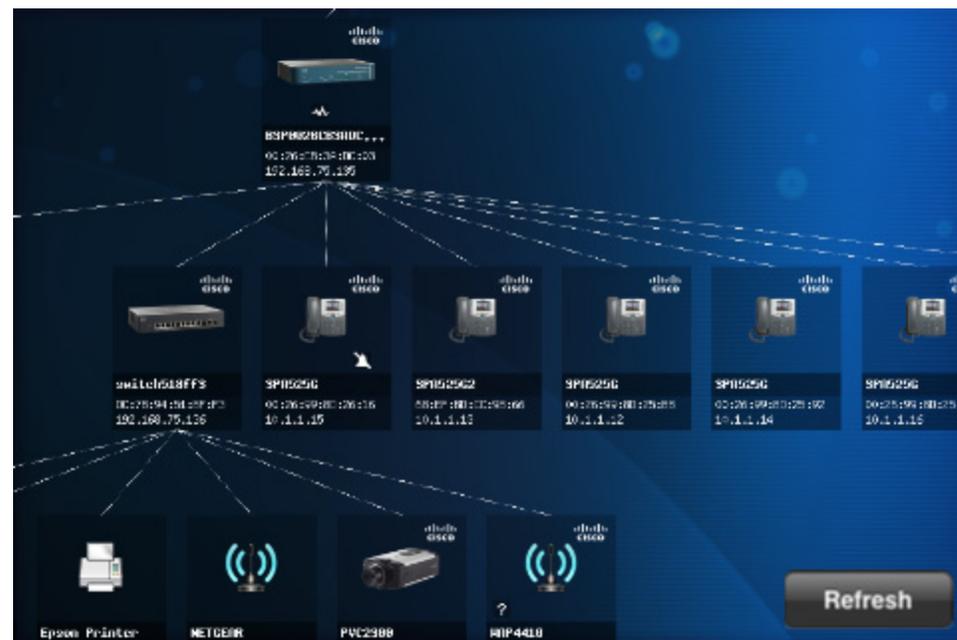
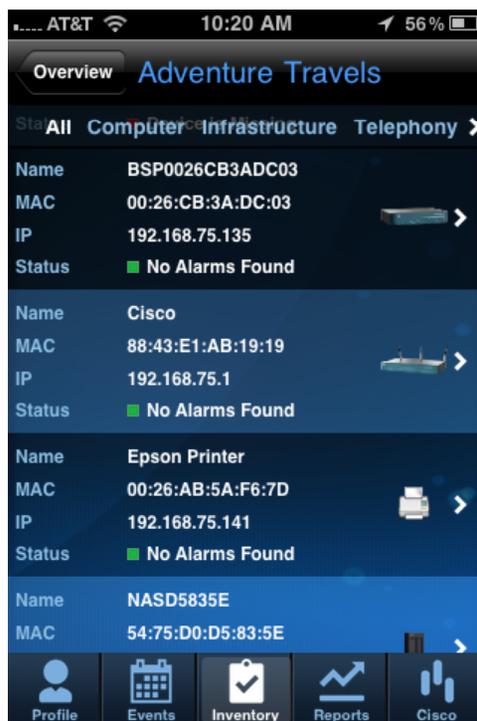
Per-Customer Dashboard

- **Profile** – View/edit this customer's profile
- **Events** – View/filter per-customer events for last 24 hours
- **Reports** – Create/view/email per-customer reports
- **Inventory** -- Swipe left to right and click to filter devices by category (All, Computer, Infrastructure, etc). Click > to access Device Details
- **Cisco** – Access Cisco support information for customer's devices



Per-Customer Inventory/Topology

- Tilt device to landscape mode to view Topology
- Tilt device to portrait mode to display List view (default view)
- Use standard smartphone / device controls to zoom in/out and scroll Topology



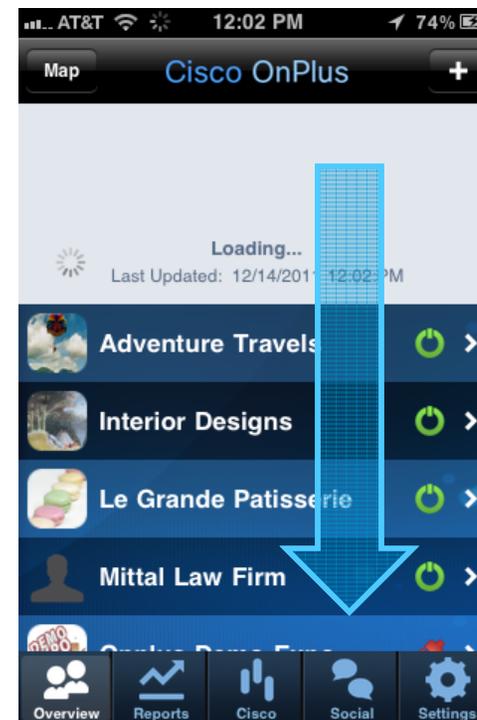
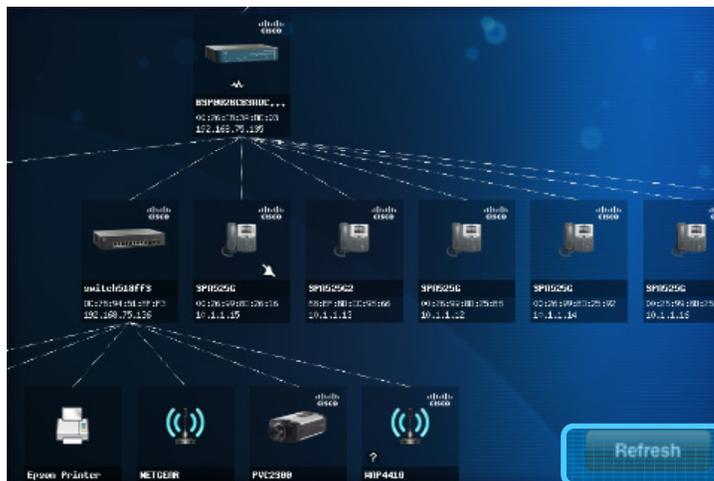
Device Details / Open Web Connection

- Click **Events** to view/filter device events
- Click **Connect** to open Web connection to device
- iOS 5 users – iPhone Settings for Safari must have **Accept Cookies** set to **All** or **From Visited** in order for Web connections to work (iOS 5 default is **None**)
- Scroll down to view additional data



Refreshing Data

- Swipe down to refresh portal data on pages
- In Topology view, click **Refresh**



Social Media

Convenient access to . . .

- Recent OnPlus Support Community discussions
- Interactive calendar of OnPlus Partner events and training – view event details and add to Calendar
- Cisco Small Business media on You Tube, Facebook, and Twitter



Partner Account / Global Features

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Category	Features
Overview / Customer List	List all customers Create a new customer profile View or edit customer profiles (including image import from smartphone camera) Tap customer email address to open email client Import customer information from mobile phone contacts (address book)
Reports (Global)	Create, list, filter, download and email global reports (all customers) in PDF format
Cisco (Firmware)	View list of Cisco firmware that you have uploaded
Social	Access to: Cisco Small Business content on YouTube, Facebook, and Twitter current Cisco OnPlus Support community forum articles and discussions, and interactive calendar of Cisco OnPlus events and activities
Settings	Logout, save password, enable/disable mobile app startup sound View Cisco Privacy Policy and OnPlus Terms and Conditions

Customer Dashboard / Device Views

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Category	Features
Profile	View or edit customer profiles (including image import from smartphone camera) Tap customer email address to open email client Import customer information from mobile phone contacts (address book)
Events	View and filter a list events for the last 24 hours for each customer or for a specific customer device
Inventory	View each customer's network topology (landscape mode) List all devices per customer (portrait mode) Filter devices in the view by category Display detailed device information Open Web connection to device from details page View per-device event details for last 24 hours Swipe down to refresh data
Reports (per Customer)	Create, list, filter, download and email reports for the selected customer (PDF format)
Cisco (per Customer)	View Cisco Support information for this customer's devices

