
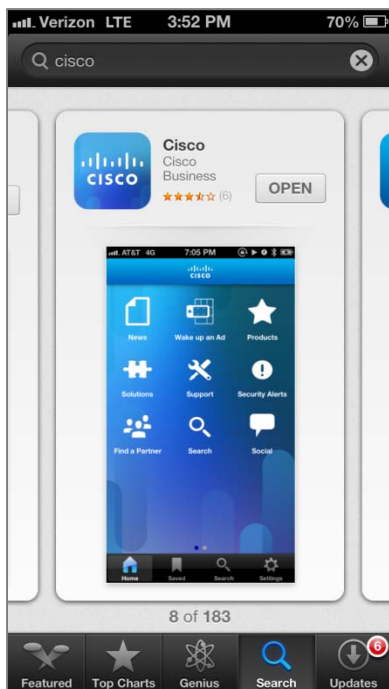




Get answers to common questions about downloading and installing the Cisco App.

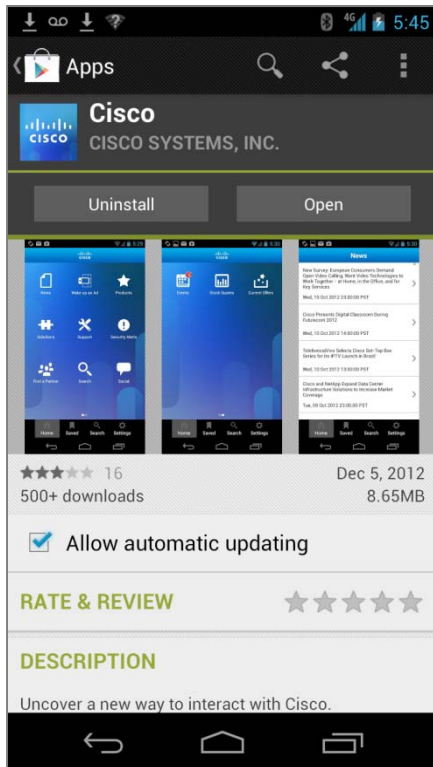
## For iOS iPhone or iPad

- **Primary Method** – From your mobile device go to '[cisco.com/app](https://cisco.com/app)' in Safari 
- Certain Chrome browsers may have trouble with the redirect
- **Secondary Method** – Search for '**Cisco**' in your mobile App Store and download directly - [iTunes store](#)



## For Android Devices

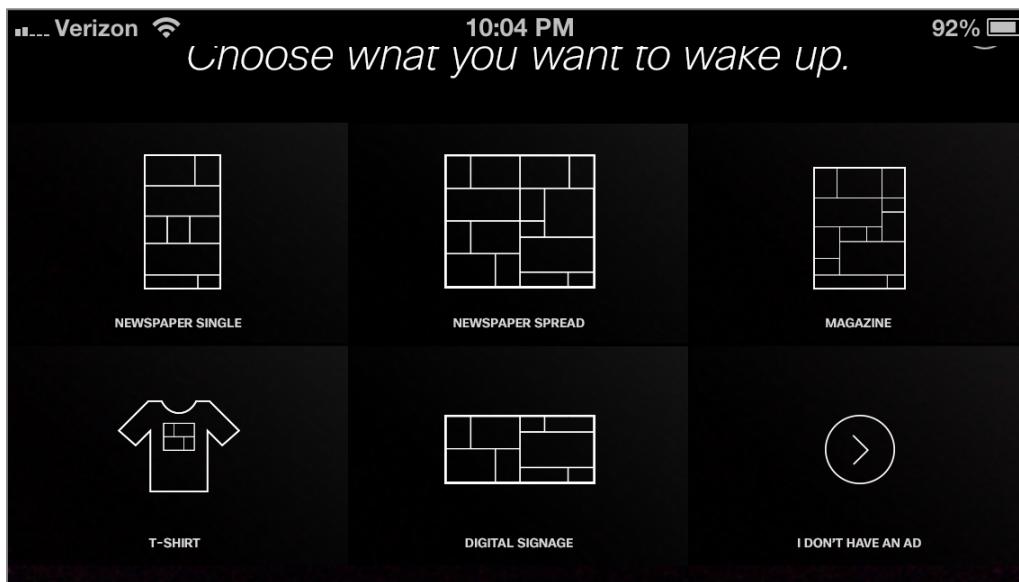
- **Primary Method** – From your Android mobile device type ‘[cisco.com/app](http://cisco.com/app)’ in the web browser
- **Secondary Method** – Search for ‘Cisco’ in your mobile App Store



Or download directly from the [Google Play store](https://play.google.com/store/apps/details?id=com.cisco)

## Common issues that we are actively creating an App update to address

- **iOS** – If you experienced a ‘white-on-white’ background color. Please try restarting the App or in some cases reinstalling will be needed.
- **iOS** – Pull-to-refresh the ‘News’ category may cause the App to reset itself.
- **iOS** – If your status bar is showing, slightly scroll to see more information – refer to screen shot



- Currently there are no immediate plans to release a version to support Blackberry or Windows Mobile

## FAQ for the Augmented Reality Feature

- For the best experience, a WiFi or 4LTE network speed is recommended
- Apple Device recommendation: iPhone (4S,5), iPad (2,3,4)
- Not all of the [TOMORROW starts here](#) ‘Tiles’ are active, some may not animate
- If you are viewing the AR hotspot on a your personal monitor please choose the ‘Newspaper Spread’ option
- Android - Please note due to hardware restrictions, the Augmented Reality feature is not supported on the following devices: The most update to date information can be found here: <http://www.cisco.com/web/mobile/ciscoapp/android/index.html>
  - HTC Dream (aka: G1)
  - HTC Magic (aka: Sapphire or myTouch 3G)
  - HTC Hero (aka: G2 myTouch)

- HTC Tattoo
- HTC Wildfire
- Samsung Galaxy Mini
- Samsung Ace GT-S5830
- Sony Ericsson Xperia x10 mini

Learn more about how to activate [Augmented Reality](#)

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For any other questions: [cisco-app@cisco.com](mailto:cisco-app@cisco.com)