



Cisco Technical Support Community iPad app



Quick Guide

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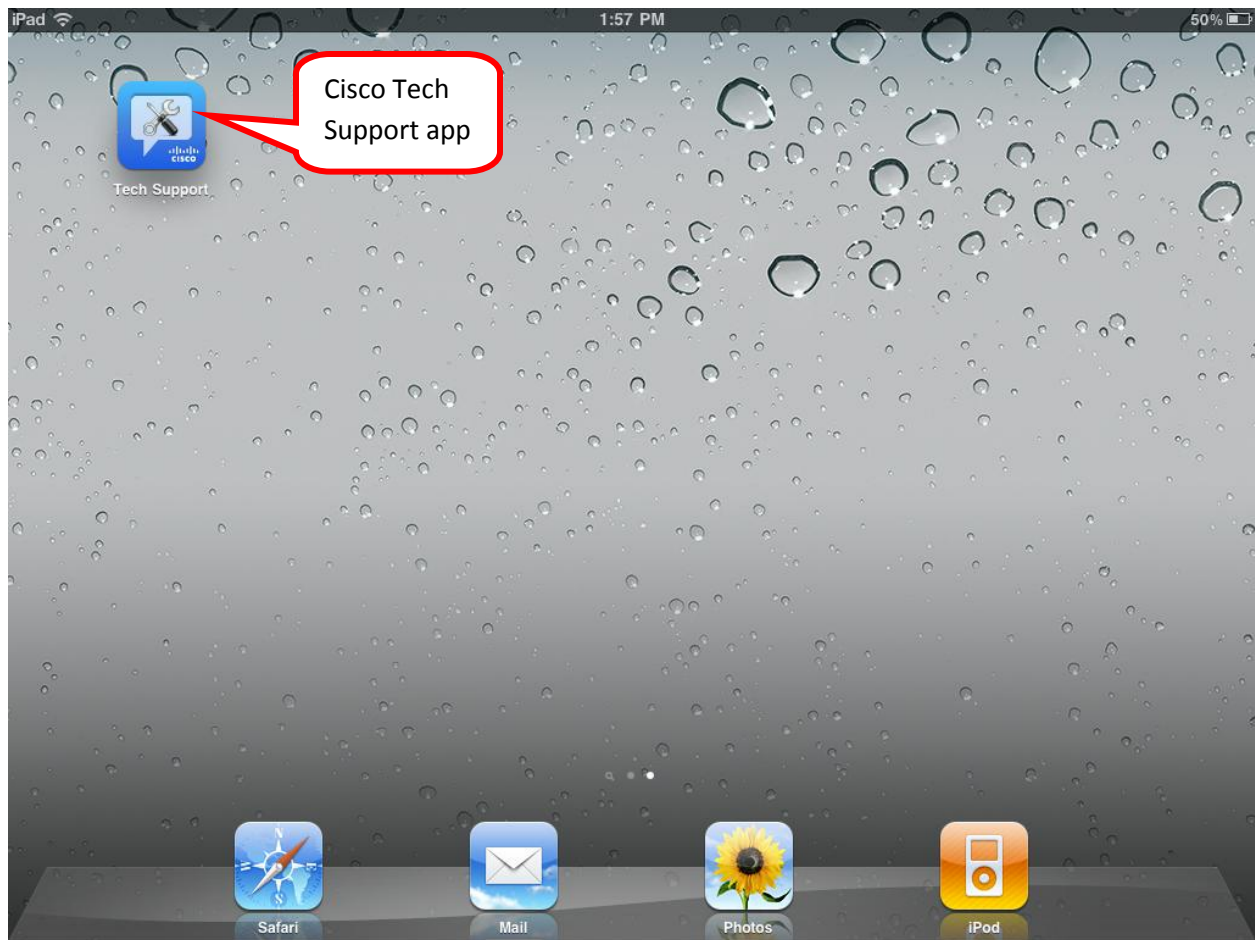
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Introduction

The Cisco Technical Support iPad application was designed, to enable users to connect and interact with the Cisco Support Community, the one-stop technical support destination.

The iPad app provides access to Cisco Support Community's (CSC) rich technical support discussions. It enables you to access forum discussions, feeds, videos, and our community's Leaderboards via user friendly mobile app interface.

Through this app, you will be able to collaborate with other community members anytime, anywhere!



The app can be found on iTunes under Cisco Technical Support

Dashboard

Overview



Login/Logout

Allows user to login into the CSC communities and logout

My Discussions

allows you to keep track of discussions that you create.

My Shortcuts

allows you to quickly navigate to the discussions, communities, and Feeds that you previously marked.

CSC Bookmarks

shows bookmarked discussions from Cisco Support Community (CSC).

Settings

allow you to change certain preferences of the application.

Help

provides App related help documentation.

Search

bar allows you to search content within CSC.

Communities

allow you to browse discussions in all areas of CSC.

- YouTube** gives you access to videos from the Cisco Support YouTube Channel.
- Feeds** lets you browse, search and add shortcuts for Cisco feeds.
- Leaderboards** displays top All Time & Monthly contributors from the CSC.

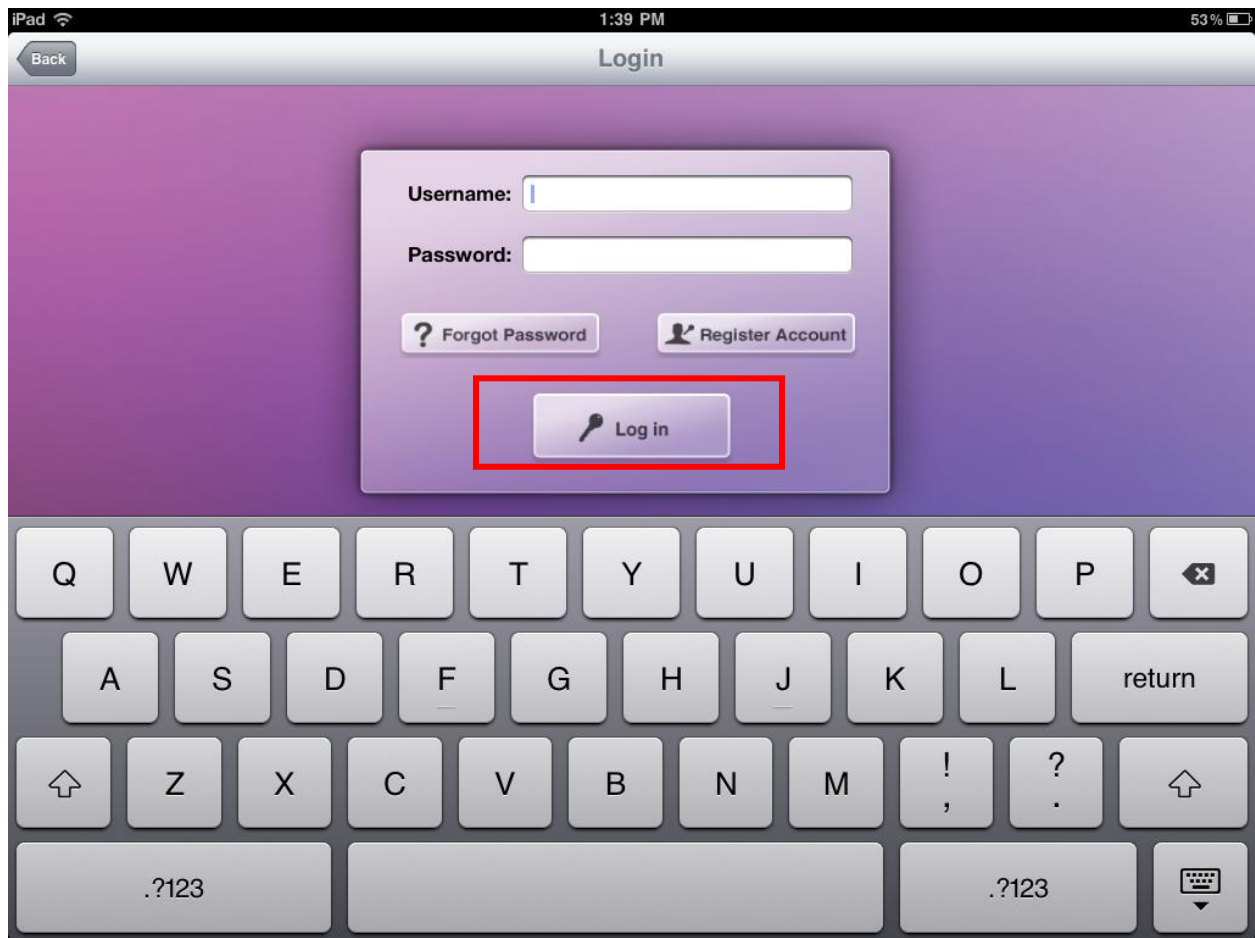
Login / Logout



Logging into the application allows you to post messages, rate replies and create shortcuts. Tapping on **Login** button prompts you to enter your Cisco.com **username** and **password**. Once logged in, your credentials are persistent.

If you do not have an account, you can create one by clicking on **Register Account** button.

TIP: You can also create an account by visiting Cisco.com



Communities and Discussions

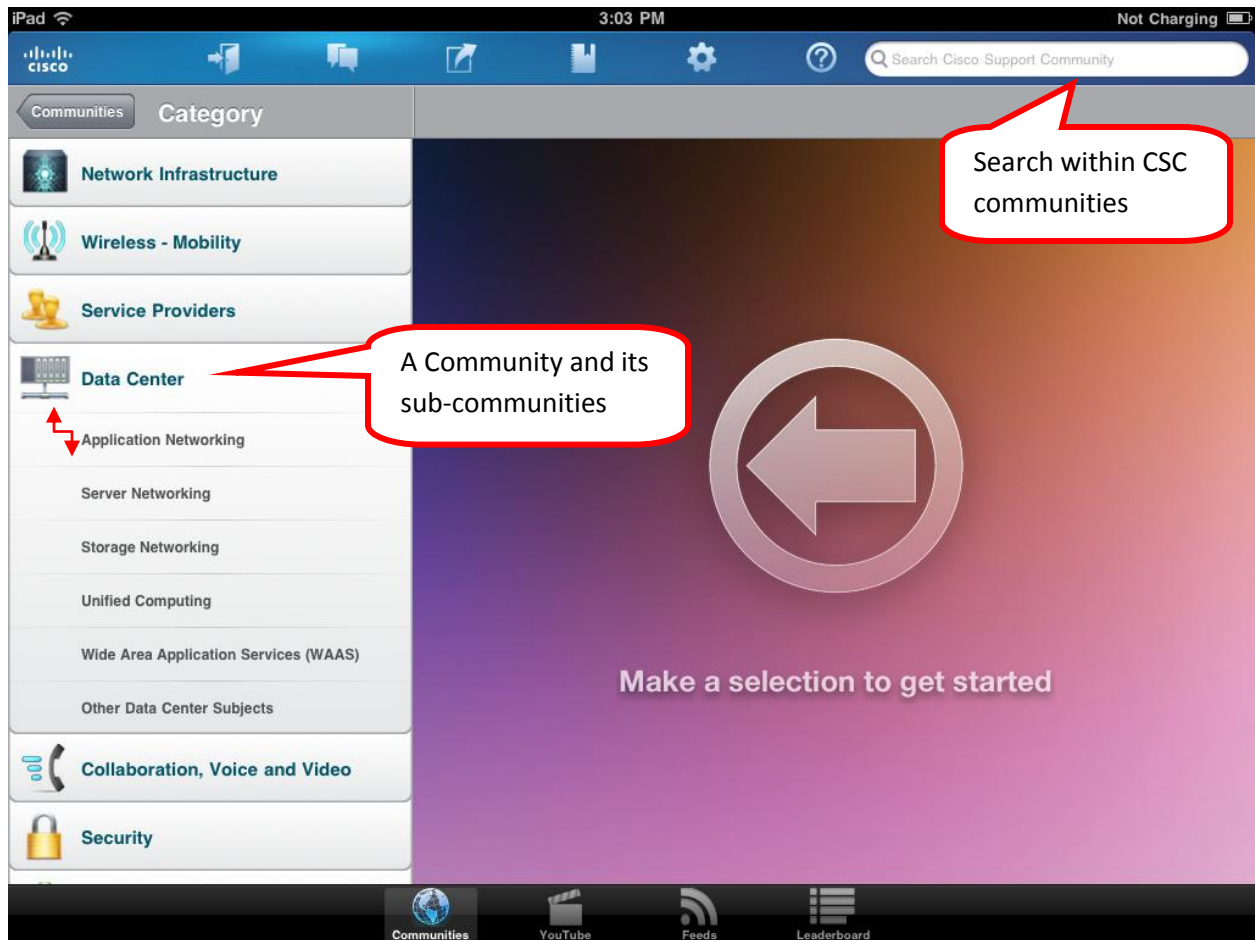
Communities



Communities show a list of public communities active on CSC Technical Support forums including a list of discussions within each community.

Tapping on Community name will bring up a list of sub-communities. Sub-communities are indented under the parent community and could go up to 3 level of hierarchy.

Tapping on a sub-community will bring up the list of discussions available within that sub-community.



Discussion List

Below shows the list of discussions for selected community. Each discussion line item contains discussion title, author and timestamp of when discussion was created. The icon to the left of discussion title indicates whether the discussion has been answered or not.



Indicates unanswered question



Indicates answered question

The screenshot shows the Cisco Support Community app on an iPad. The left sidebar lists various categories, with 'Application Networking' highlighted in a red box. The main content area displays a list of discussions under the 'Discussions' header, which is also highlighted in a red box. Each discussion entry includes an author profile picture and name, a subject line with a question mark icon, the number of replies, and the time since the last post. A 'More Discussions' button is visible at the bottom of the list.

Author	Subject	Replies	Last Post
keith.kichline@expansets.com	I am dropping RPC connections from my CAS array		39 mins ago
shday	Understanding chaingroups		1 hour ago
David Diaz	Need help - ACE Redirection/Rewrite		1 hour ago
lucas restrepo	SNAT on routed mode.		2 hours ago
Hallur Krossa	ACE - Issue with sticky cookies - Changing subdomains SSO	1	6 hours ago
Alejandro Brown	Upgrade performace ACE20 module		7 hours ago
Zarahell	CSM packet loss		7 hours ago
THOMAS BARRERA	ACE SSL Connections Failing	9	7 hours ago
wasiimcisco	CSS and Oracle Load Balancing	4	9 hours ago
eisenberg@mediage.neral.com	unable to access content from same subnet	1	12 hours ago

Action buttons within List of Discussions



New post button allows you to post a new discussion



Email Notification button allows to receive email notification when a new discussion is posted under selected community



Add to Shortcut button allows you to create a local bookmark of selected community. The shortcut will be visible when you select My Shortcut button from the app top main menu.



Email discussion allows you to send a snippet and a link to the discussion you are viewing by email. Tapping to email discussion will open the email client that has been set up in your iPad. You must setup an account on your iPad email client to use this feature (e.g gmail, yahoo, your work email...)

Creating a New Post

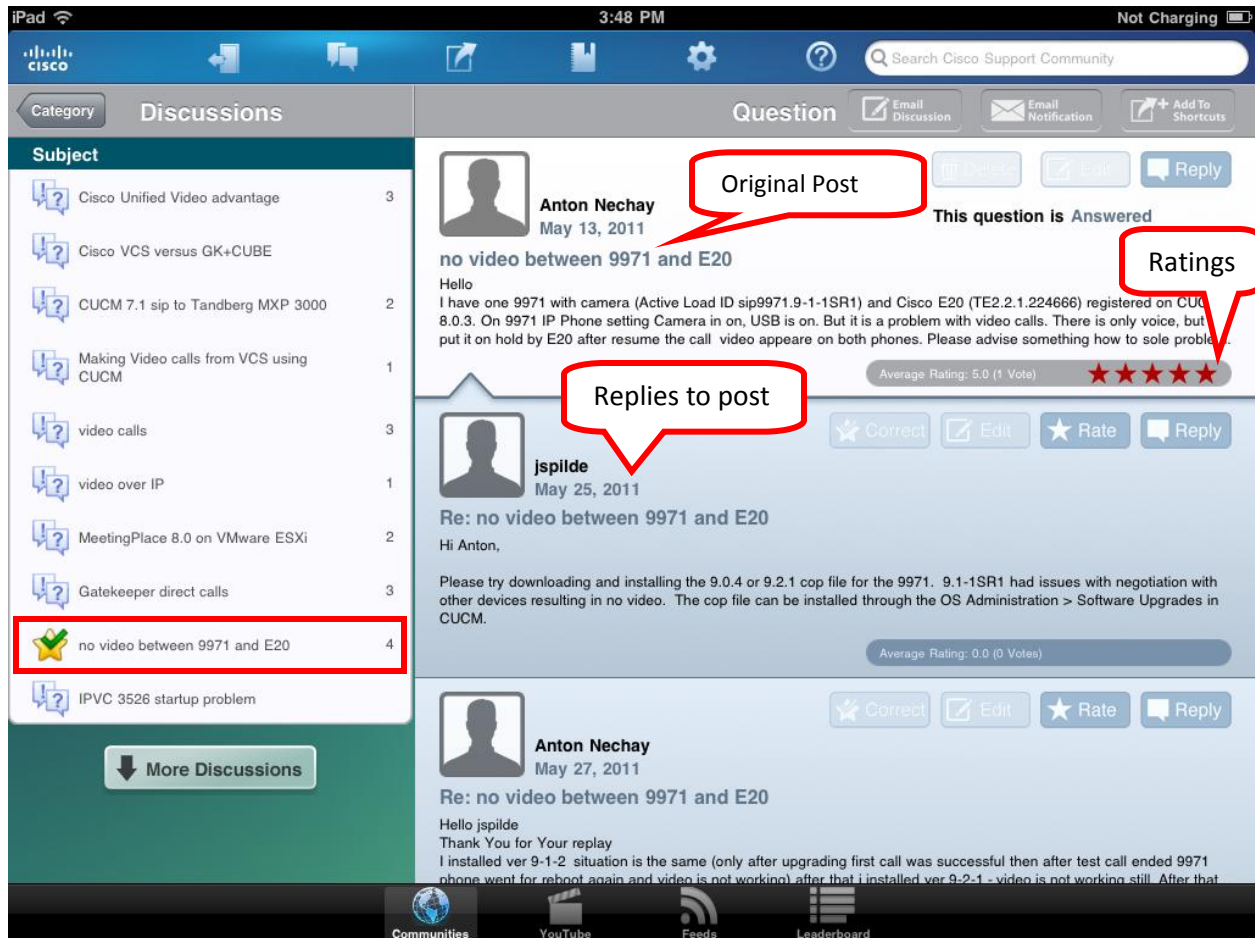
From the list of discussions within a community, you can start a new discussion by adding a new post. To add a new post, follow below steps:

- Tap on the New Post button
- Add the subject for the discussion you want to start
- In the message body, add the message you want to share with the community
- If needed, add a photo by tapping on the add photo button and upload the photo
- You can also add a tag by tapping on the tag button
- Once done, click on post and your discussion will now be added on the list of discussion in that community.
- You can, at any time, edit or delete your post as long as your post has not been replied to.
- All posts that you create will automatically be added to your email notifications. To view your list of email notifications, tap on your app settings.

Discussion Details

Tapping on a particular discussion opens up the discussion details page. This page displays the original post, replies to the post and ratings for replies as well as any image attachments.

Note: only image attachments can be displayed in the current version, attachments that will not be displayed include videos and file attachments (.docs, pdf, xls, etc.)



Within a Discussion, you can:

- Reply to the starter question
- Email discussion to a contact
- View author profile
- Add email notifications
- Add to Shortcuts
- Rate a response

Action buttons within a Discussion



You can access the reply action menu by tapping on the **Reply button** located at the upper right corner of the post.

- A new window will be displayed
- Add your text into the message section
- You can attach photos by tapping on the Add Photo button.
- Click on Post to save your reply. The reply will now be added under that discussion.
- You can edit your own reply



You can edit your own post by clicking on the Edit button. However you will no longer be able to edit your post once a reply has been posted to that discussion.

Note: *You cannot edit another user's post, you can only reply to other users' post.*



You can delete your own post as long as no reply has been posted to that discussion



You can rate a reply within a discussion by tapping on the Rate button:

- Five stars will be displayed
- Select the level of stars you want to rate this reply by tapping on the number of stars (i.e. select the 4th star to rate this reply with 4 stars)
- The number of stars you selected will now be displayed on the bottom of that reply.
- On the bottom of the original post, you will notice a display of the average rating for that discussion. This average rating will change when you or other users rate replies within that post.
- You cannot rate twice the same reply, if you try rating twice you will be prompted with an error message.

Category Discussions

Question Email Discussion Email Notification Add To Shortcuts

- Cisco Unified Video advantage 3
- Cisco VCS versus GK+CUBE
- CUCM 7.1 sip to Tandberg MXP 3000 2
- Making Video calls from VCS using CUCM 1
- video calls 3
- video over IP 1
- MeetingPlace 8.0 on VMware ESXi 2
- Gatekeeper direct calls 3
- no video between 9971 and E20 4
- IPVC 3526 startup problem

More Discussions



Anatoly Fedchik May 16, 2011

Delete Edit Reply

This question is Not Answered

video calls

I need advice. There is such configuration : CME_A <- h323 INTERNET h323 -> CME_B <-h323-> CUCM7.1

When i put a video call(from CME_A & session target CME_B) everything is ok - called and calling party can see each other. But when i receive a call(from CUCM + gateway CME_A) i see the calling party but he doesnt see me.

When I change gateway of the route pattern on the CUCM server from CME_A to CME_B i receive the call but i dont hear/see anything.

What can be the problem?

Thank you in advance.

Rate 1 to 5

Average R

★ ★ ★ ★ ★



Anatoly Fedchik 6 days ago

Correct Edit Rate Reply

video calls

Hello,

Here is another info - debug from CME_A(7.1 version) while call is being answered. There is no video from CUCM user. CME user can see remote CUCM user.

```
debug cch323 video
debug h225 asn1
debug h245 asn1
debug voip ccapi inout
```

Could you help me understand it, please look into the trace. Thank you in advance.

My Discussions



My Discussions contains discussions that you authored on Cisco Support Community.



Note: Discussions you have authored will automatically be added under My Discussions and also to your email notifications list.

My Shortcuts

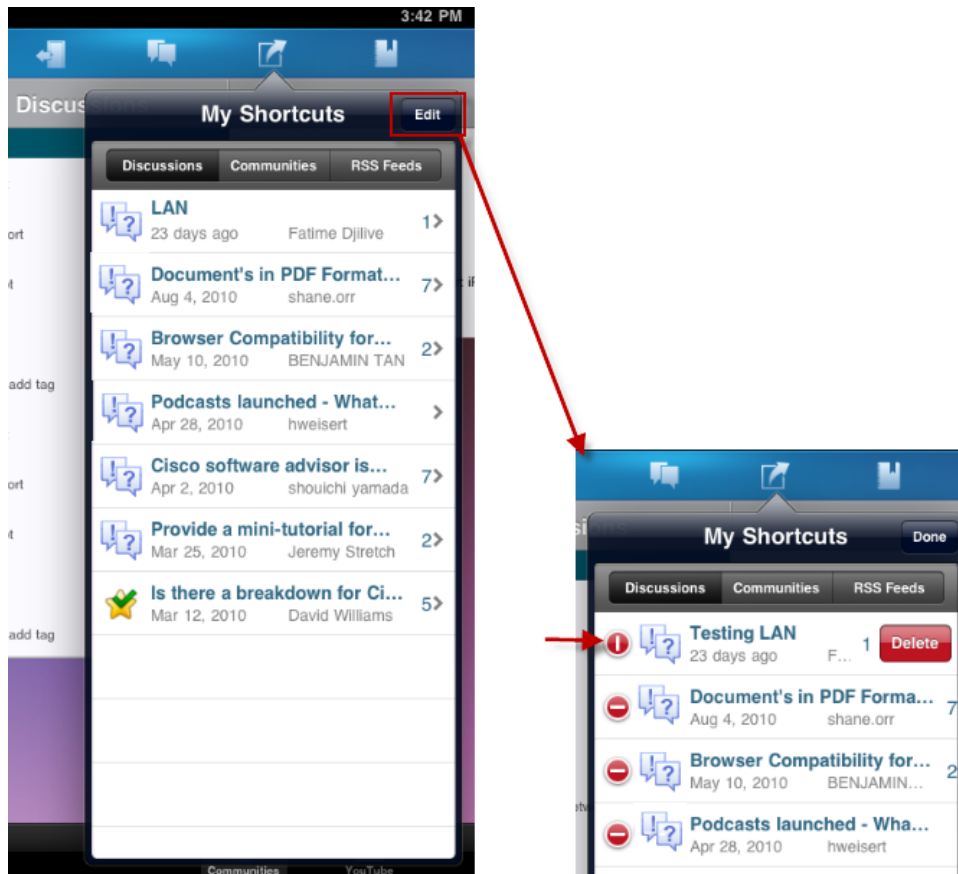


My Shortcuts contains shortcuts you have added while visiting Discussions, Communities and Feeds. When you click on my Shortcuts, you will be presented with three tabs:

- Discussions: contains links to discussions
- Communities: Contains links to communities
- Feeds: Contains links to Feed

Tap on **Edit** button to bring up the edit screen, as shown below:

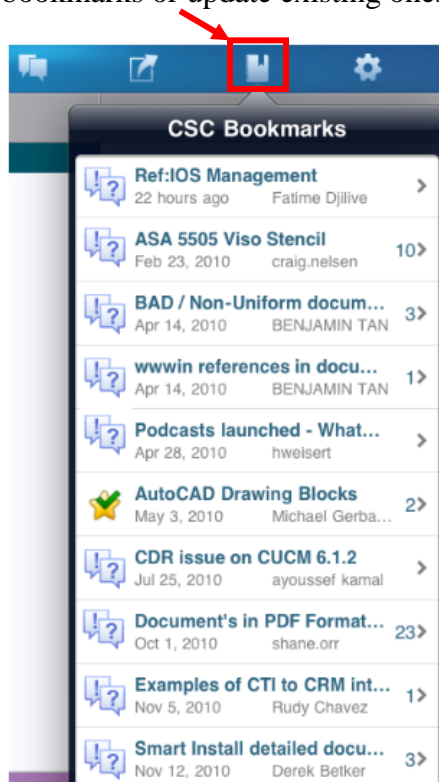
- All shortcuts within discussions will now have a little red bar on the left side
- Tapping on the red bar will bring up the 'Delete' button on the right side
- Tap on delete button to delete the shortcut
- Tap on Done to save changes and bring the previous screen back



CSC Bookmarks



CSC bookmarks only displays discussions bookmarks that you added on supportforums.cisco.com. You can only view CSC bookmarks. You cannot create new bookmarks or update existing ones.



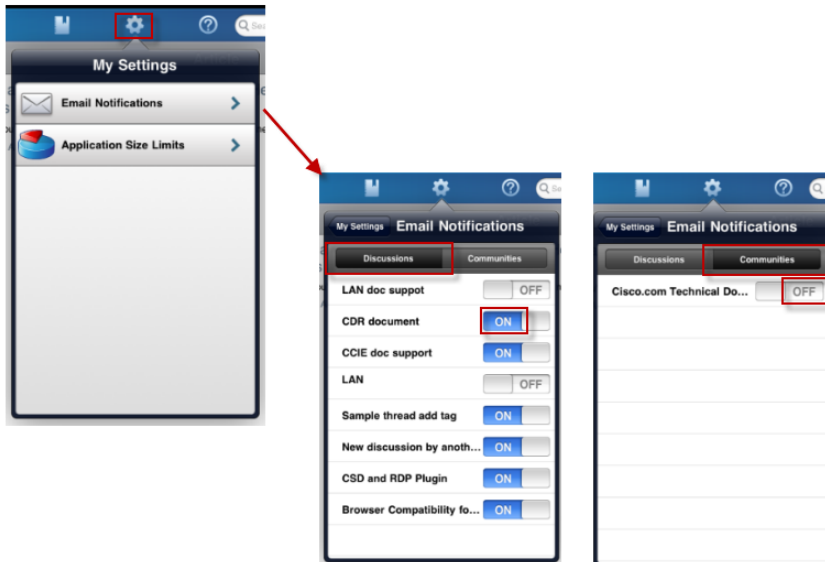
Note: Only CSC bookmarked discussions are included, bookmarks that are not included are Links, Documents, Blogs and Videos

Tip: Add frequently accessed content such as Discussions, Communities and Feed to My Shortcuts for ease of access.

Settings


Settings allow you to set your preferences for email notifications and application size limits.

Email Notification



Tapping on the blue arrow next to email notification will display two tabs: Discussions and Communities;

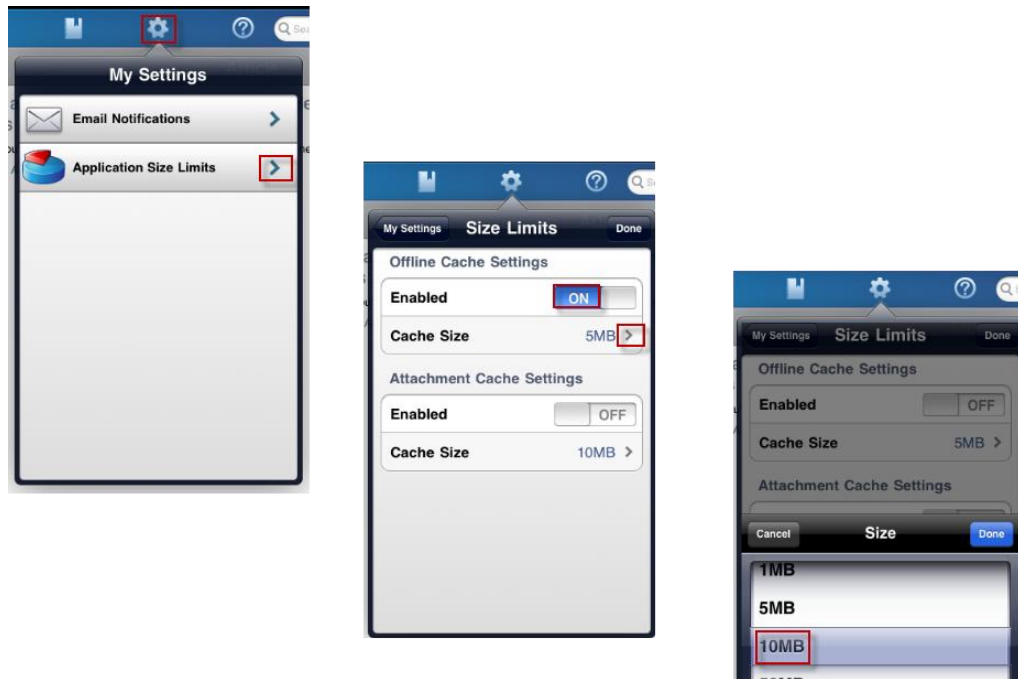
- Discussions contain a list of discussions for which you previously indicated that you want to receive email notification when replies are posted to those discussions.
- Communities tab contains a list of communities you indicated that you want to receive email notification when discussions are posted into those communities.

 You can turn this notification On or Off by tapping on the On or Off button to switch between On and Off mode.

- For the Discussion list, when notification is on Off mode you will not receive email notification when replies are posted on that thread.
- For the Communities list, when notification is on Off mode you will not receive notification when new threads are posted into that communities.

Note: Turning off an email notification will automatically remove it from your notification list.

Application Size Limits



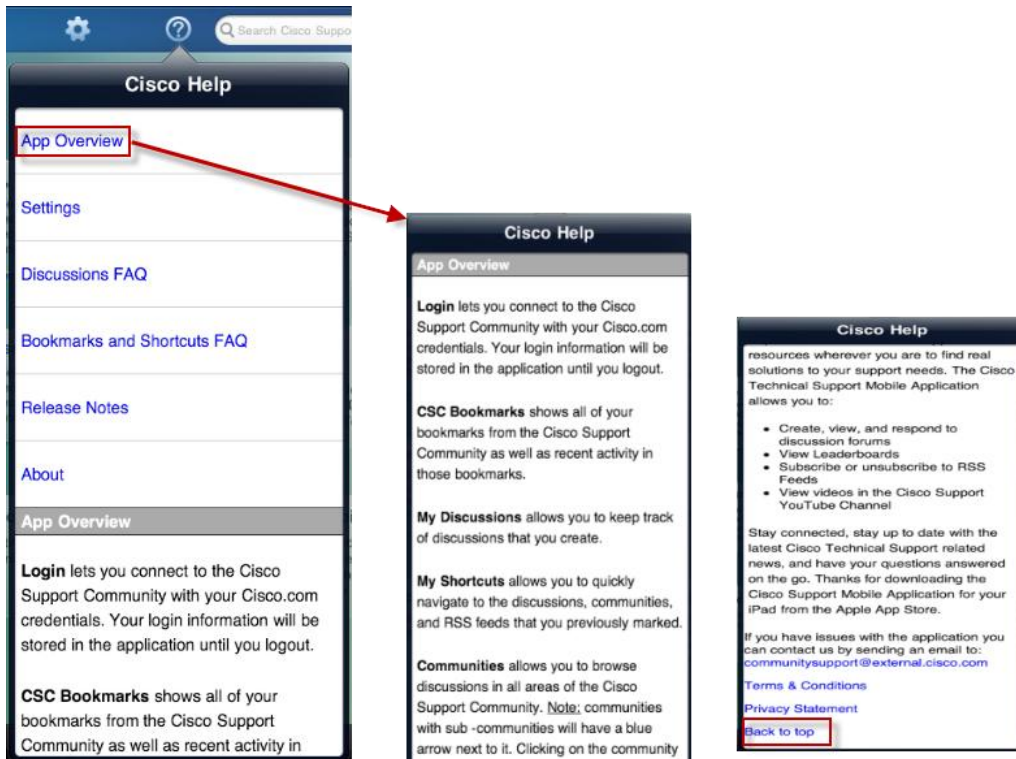
Application size limit allows you to set cache size for offline viewing. Please note by doing so content will be refreshed at a different interval. Attachment cache allows you to set the maximum attachment size the app can download. This is useful when your service provider has data restrictions.

- You can disable the offline cache and attachment cache by tapping the On button.
- To select the desired cache limit, tap on the blue arrow next to the cache size to select the size limit

Help

Help screen serves as a quick reference to various features of the app such as:

- The App Overview
- Settings
- Discussions FAQ
- Bookmarks and shortcuts FAQ
- Release Notes
- About



Leaderboard



Leaderboard displays a list of top contributors to the Cisco Support Community. There are two leaderboards, **All Time** and **Monthly**. Each leaderboard displays user name, user avatar, star ranking, number of points accrued, average rating and number of answered questions.

The screenshot shows the Cisco Support Community Leaderboard on an iPad. The interface is divided into two sections: "All-Time" and "Monthly". Each section displays a grid of user profiles with their avatars, names, and statistics.

Time Period	User Name	Points	Answers	Average Rating
All-Time	rob.huffman	26,767	2,207	4.7
	jon.marshall	22,068	2,269	4.7
	Paolo Bevilacqua	21,306	1,648	4.4
	Richard Burts	14,706	1,117	4.6
Monthly	Paolo Bevilacqua	392	40	4.9
	leolaohoo	148	18	4.9
	Amer rajai Sha'er	119	13	5.0
	rob.huffman	115	12	5.0

*Tip: Tapping on an individual user listing opens up that **User Info** profile page as shown below.*

Leaderboard Author Profile

Recent Activity



Brandon Buffin

Member Since
May 5, 2004

Company
Ball Homes

Occupation
CCIE-V, Systems Administrator

551 answers 6,537 points
Average Rating: 4.5
★★★★☆

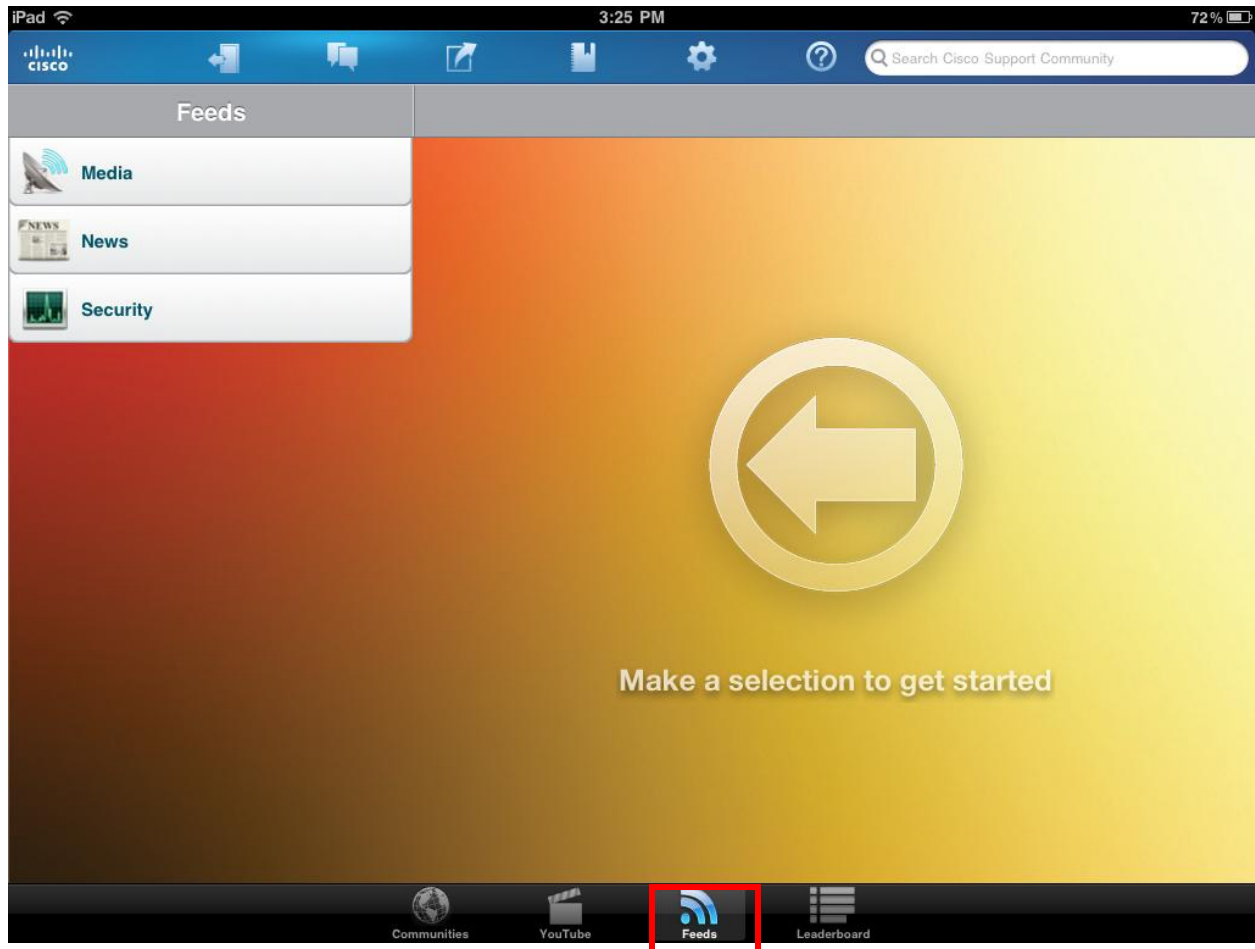
No Recent Activity

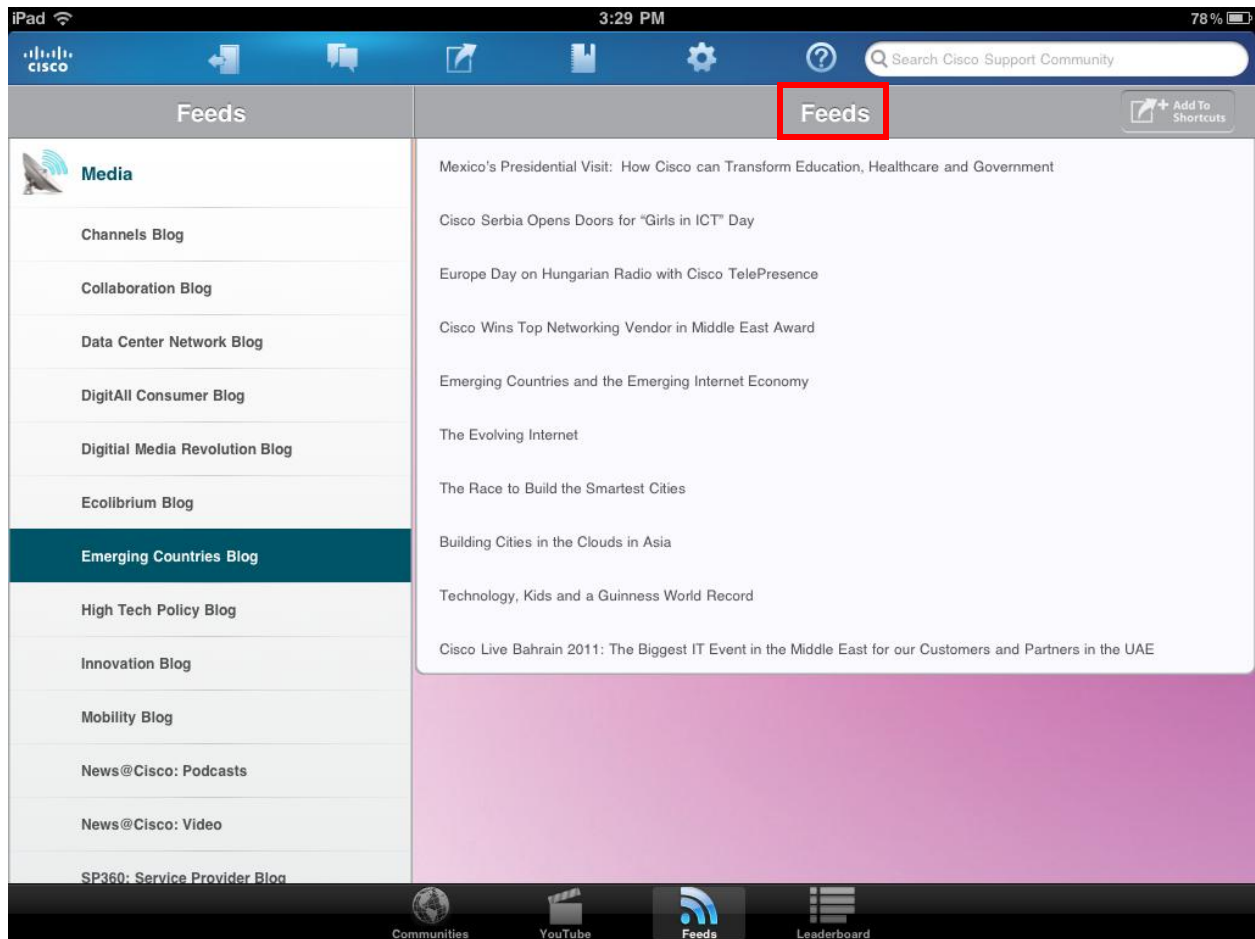
Feeds



Feeds display a list of feeds from Cisco.com.

- Tapping on a feed category will bring up the list of feeds in that category.
- Tap on a feed name to see the list of articles in that feed





- To view an article in a feed, tap on the article name
- Once the article's info is displayed, tap on the View Full Article to display the entire content of the article.
- To go back to the list of articles, tap on Feeds button located on the top left side.

Feeds

Article

- Cisco Cius: Customers Share their Perspective on Why They Need an Enterprise Tablet
- Flexible Work Schedules Require a "Flexible" Office
- Enterprise 2.0: A closer look at what's new with Cisco Quad
- Recapping Enterprise 2.0 2011
- Managing the Cultural Shift of Technology with Cisco Quad
- Brian Dickinson Brings Tech to Mt Everest and Shares His Harrowing Story
- Cisco at Enterprise 2.0: Announcing a New Hosted Deployment of Cisco Quad**
- Cisco Announcements at InfoComm: Transforming Video Communications
- Behind the Scenes with Alice Waters: WebEx On-Demand Delivers Delicious Insights
- Cisco Announcements at InfoComm 2011: TelePresence Everywhere



Cisco Blog > Collaboration
Cisco at Enterprise 2.0: Announcing a New Hosted Deployment of Cisco Quad

Doron Aronson | June 20, 2011 at 9:39 am PST
 5,211 1 Tweet 26 Like 135

Using [Facebook](#) and [LinkedIn](#) at work may be taboo, but more and more organizations are encouraging their workers to chat, post and comment via enterprise social software, or ESS. Last year at [Enterprise 2.0](#) in Boston, we made a big splash by introducing our [Cisco Quad](#) social collaboration platform.

This morning, [the big news at the show](#) was that together with our partners, **Cisco extended Quad's reach with a new hosted deployment model**. This new offering will be delivered initially in the United States and Canada through [ACS](#) (a Xerox company), in Europe through [Logicalis UK](#), and in Australia through [Alphawest](#) (a wholly owned subsidiary of Optus). Join me below for a short video that walks you through some of our news.



Blogs

- Most R
- Cisco Trade Jennife 470
 - People David C 433
 - Cloudy Douglas 661

YouTube



YouTube displays videos available on Cisco Support YouTube channel.

Search bar allows user to search for available YouTube videos.



To view a video, tap on the arrow circle within the video display

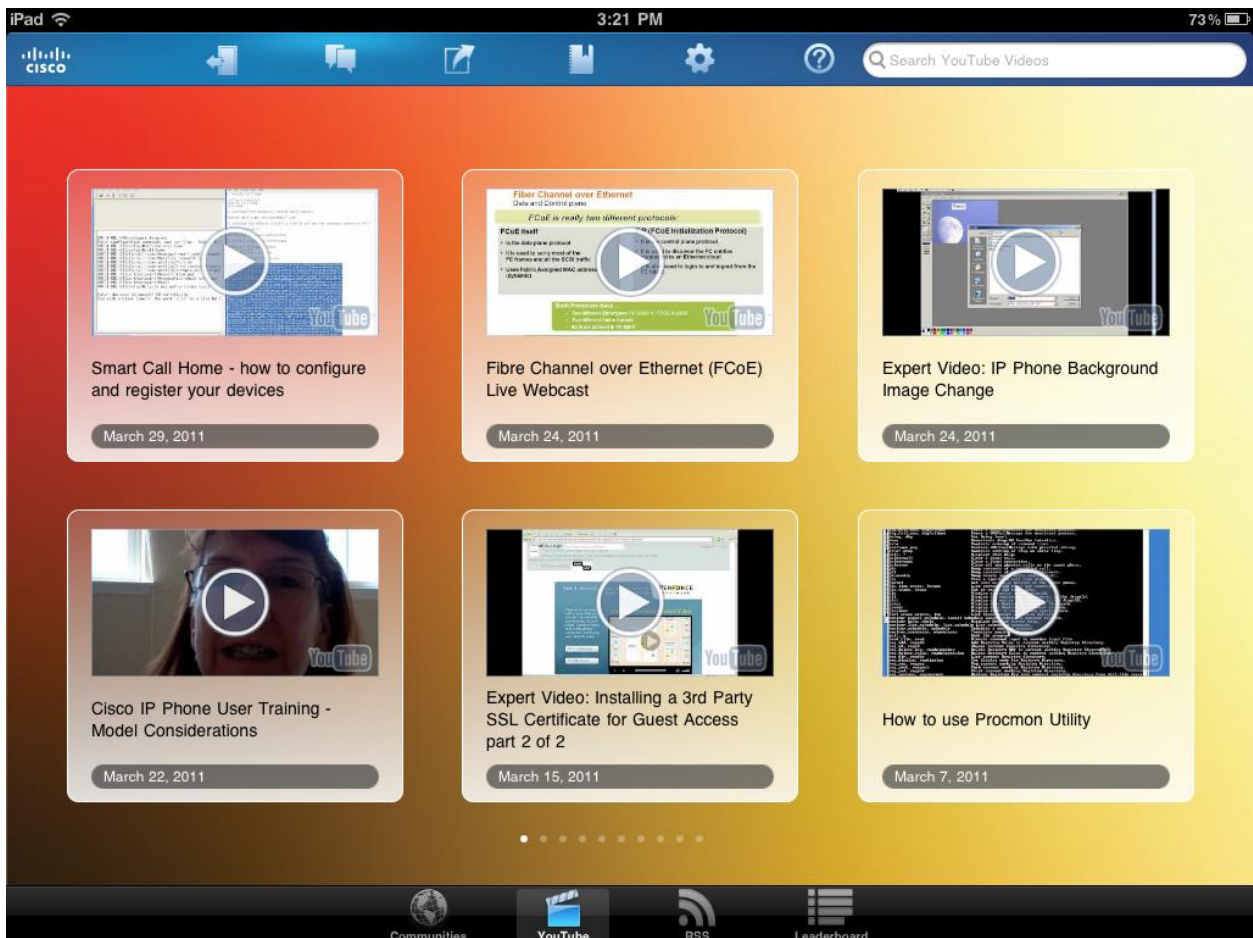


To view the video in full screen, tap on the display again to bring up the expand arrows and tap on the expand arrow to open in full screen mode.



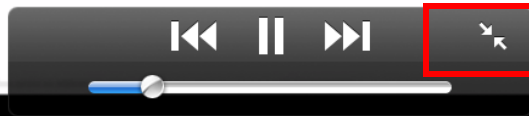
To reduce the video screen tap on the screen and tap on the reduce arrow to bring the screen back to the original display.

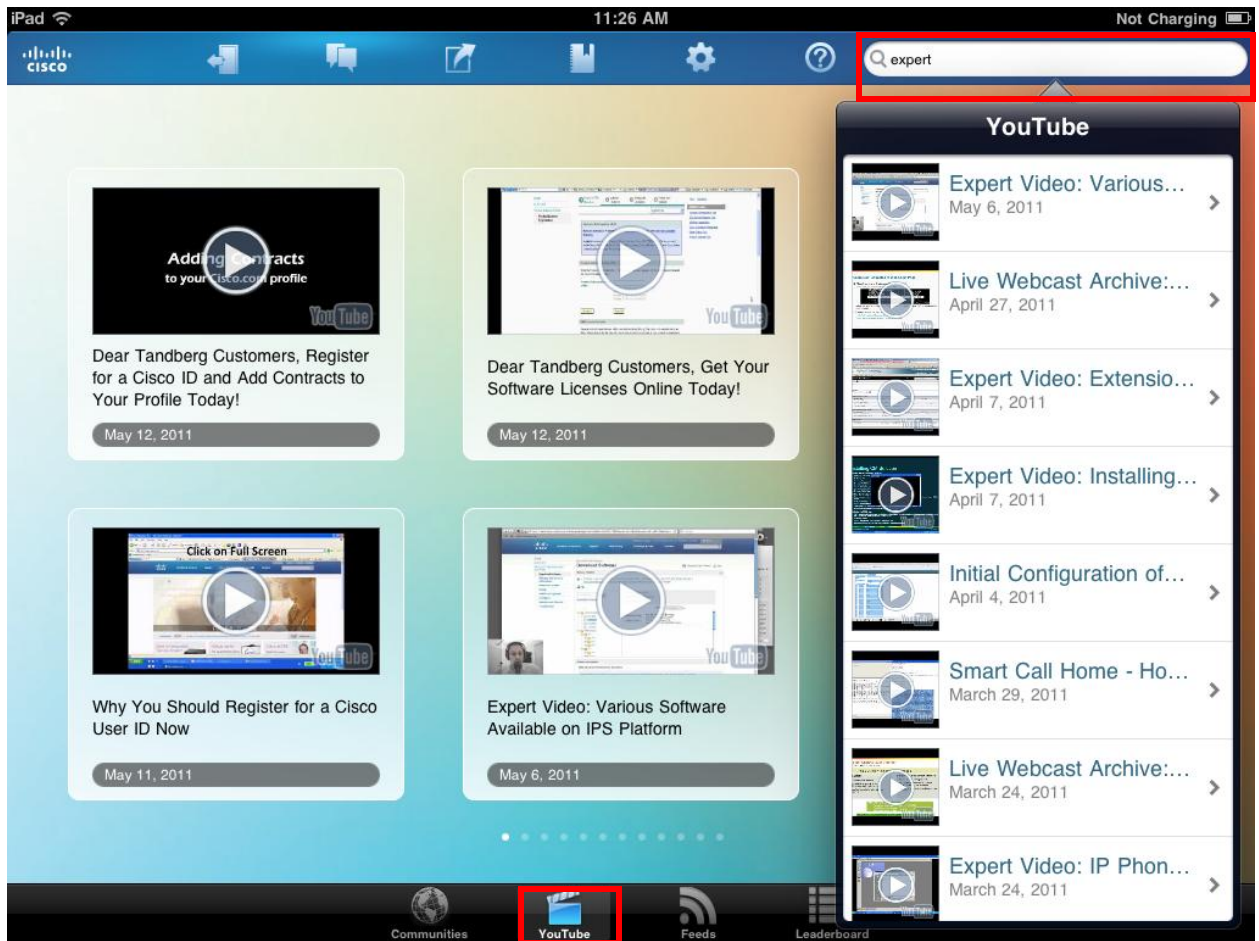
- You can search for Cisco technical support videos by typing keywords in the search box



Topics Include:

- **World IPv6 Day**
- **Overview of a dual IPv6 and IPv6 stacked environment**
- **How to test your IPv6 connectivity**
- **IPv6 connectivity options**





Note: Ten videos are displayed by default. Tapping on **More...** opens up ten additional videos. Some video formats are not supported by Apple OS and may not play on your device.

For more information on Cisco Technical Support App visit the Cisco Support Community website: <https://supportforums.cisco.com/index.jspa>

Appendix

Download the app on iTunes under “Cisco Technical Support”

<http://itunes.apple.com/us/app/cisco-technical-support/id398104252>

Register to create an account on Cisco.com

<https://tools.cisco.com/RPF/register/register.do>

Cisco Support Community site

<https://supportforums.cisco.com/index.jspa>

Cisco Systems, Inc. Online Privacy Statement

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SIO Security Alerts Legal Disclaimer

<https://supportforums.cisco.com/docs/DOC-17062>