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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

- 1** Login/Logout Allows user to login into the CSC communities and logout
- 2** My Discussions Allows you to keep track of discussions that you've created.
- 3** My Shortcuts Allows you to quickly navigate to the discussions, communities, and Feeds that you have previously marked.
- 4** CSC Bookmarks Shows bookmarked discussions from Cisco Support Community (CSC).
- 5** Settings Allow you to change certain preferences of the application.
- 6** Help Provides App related help documentation.
- 7** Search Bar Allows you to search content within CSC.
- 8** Communities Allow you to browse discussions in all areas of CSC.
- 9** YouTube Gives you access to videos from the Cisco Support YouTube Channel.
- 10** Feeds Lets you browse, search and add shortcuts for Cisco feeds.
- 11** Leaderboards Displays top All Time & Monthly contributors from the CSC.



Dashboard (cont'd)

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



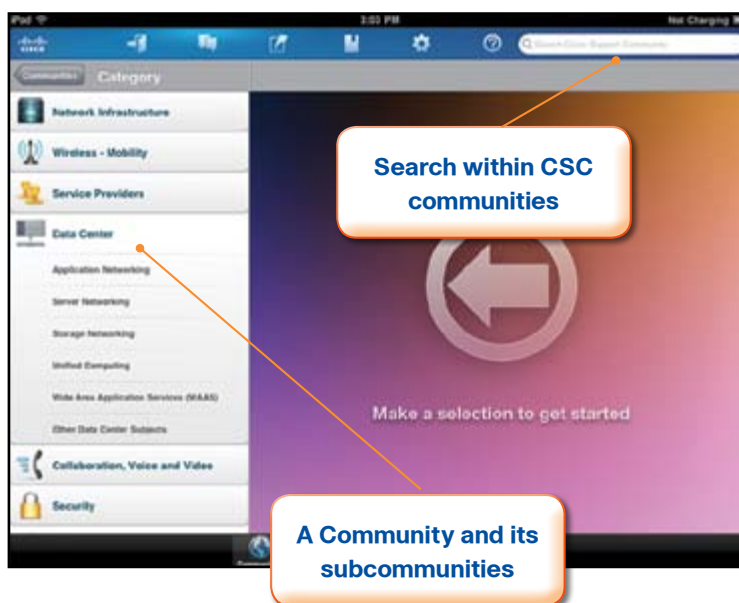
Communities



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 levels of hierarchy.


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



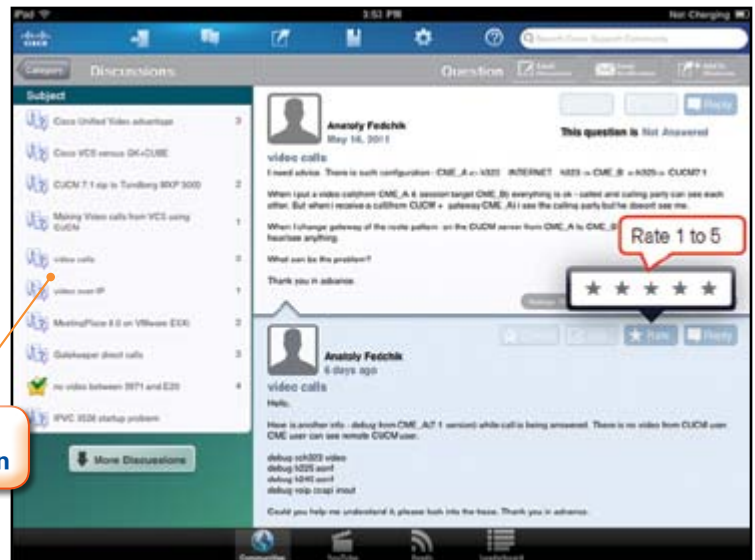
Discussion List

The Screenshot here 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


Selected Discussion




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, etc.)

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 List (cont'd)

Discussion Details

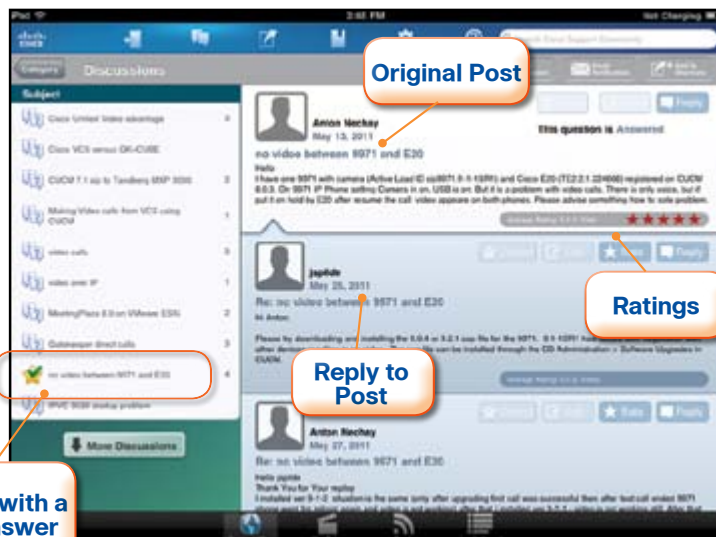
Tapping on a particular discussion opens up the discussion details page. This page displays the original post, replies to the post and ratings for replies as well as any image attachments.

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

Discussion with a Correct Answer

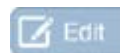


Action buttons within a Discussion



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.



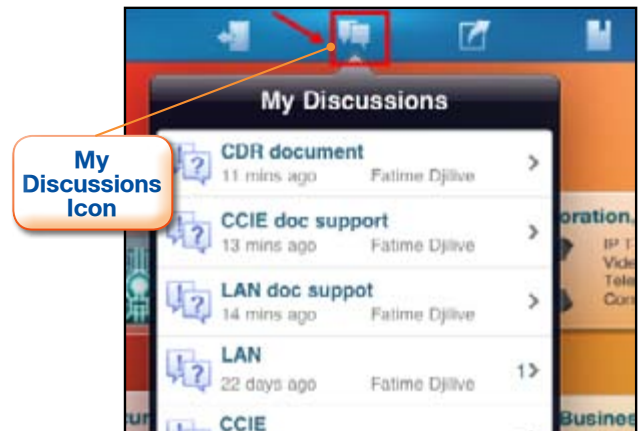
Click to Rate

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.



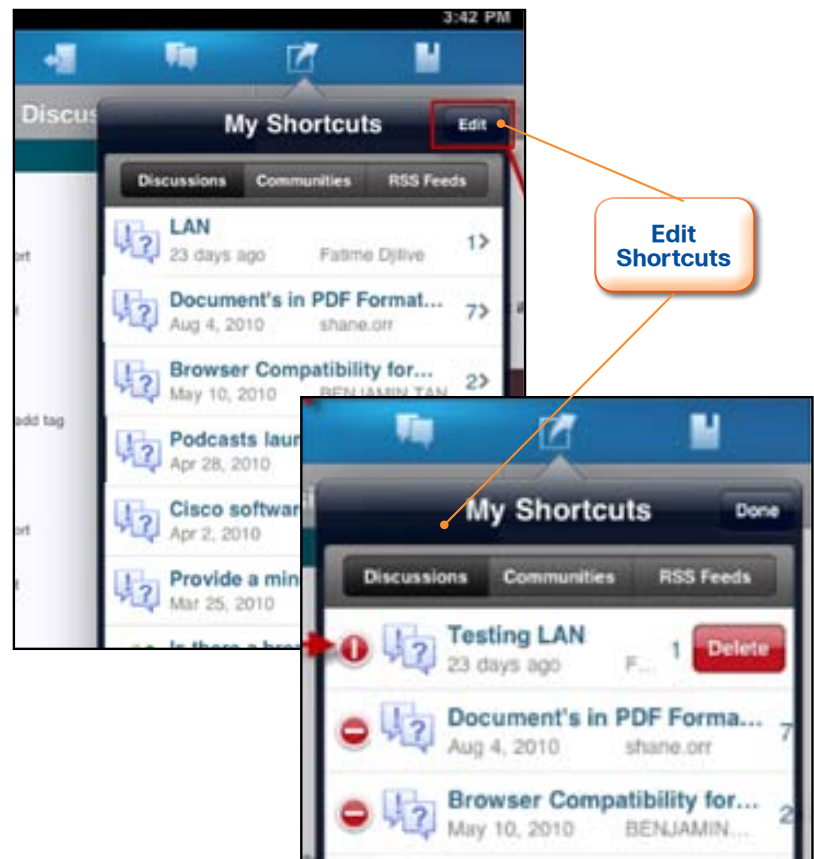
My Shortcuts



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:

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

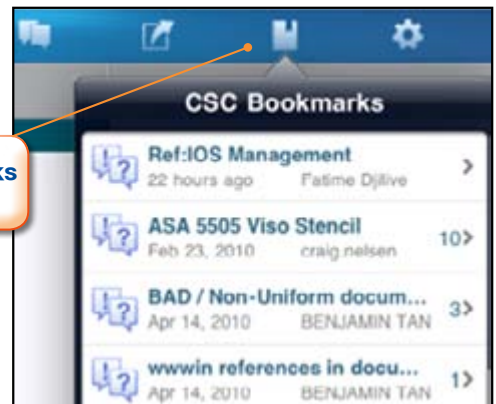


CSC bookmarks only displays discussions bookmarks that you added on supportforums.cisco.com. You can only view CSC bookmarks. You cannot create new bookmarks or update existing ones.

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.

Bookmarks
Icon



Settings



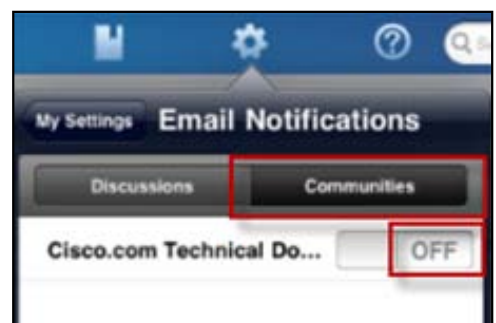
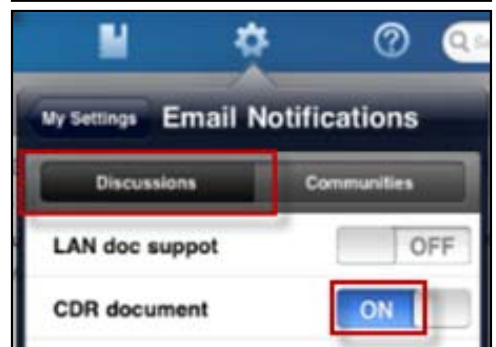
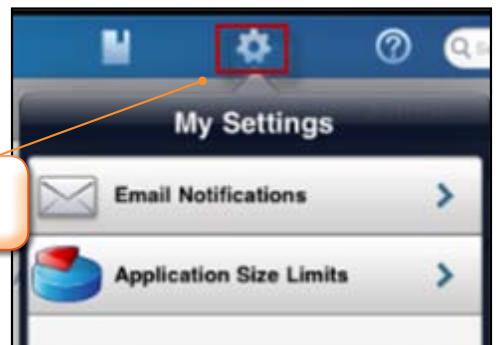
Settings allow you to set your preferences for email notifications and application size limits.

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.

Settings
Icon



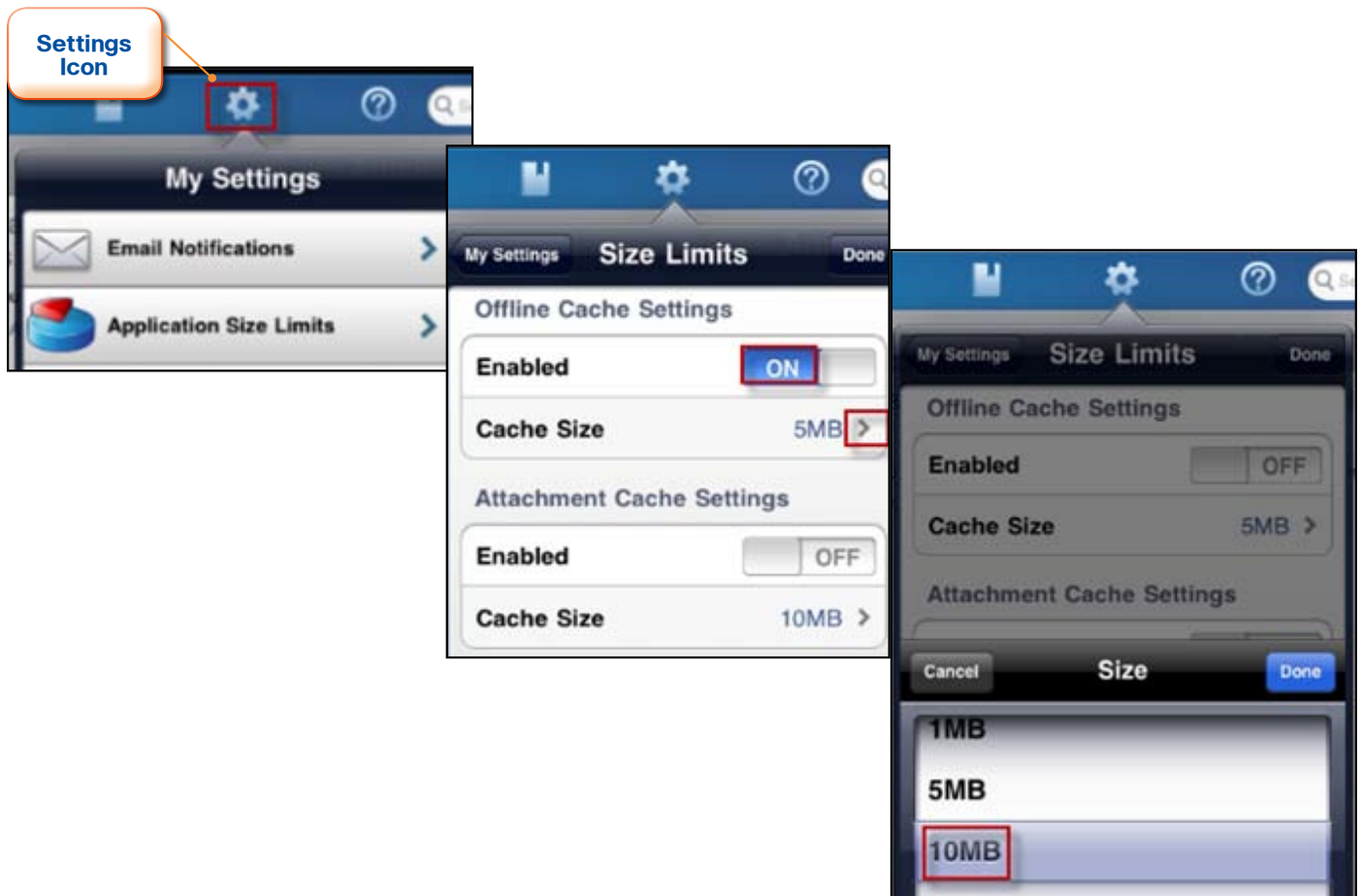
Note: Turning off an email notification will automatically remove it from your notification list.

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 “Off” 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

Help
Icon

The image displays three overlapping screenshots of the Cisco Help app interface. The leftmost screenshot shows the main menu with a 'Cisco Help' header and a list of options: App Overview, Settings, Discussions FAQ, Bookmarks and Shortcuts FAQ, Release Notes, and About. The 'App Overview' option is highlighted with a red box. A red arrow points from this box to the middle screenshot. The middle screenshot shows the 'App Overview' page with a 'Cisco Help' header and sections for Login, CSC Bookmarks, My Discussions, My Shortcuts, and Communities. The rightmost screenshot shows the 'Login' section with a 'Cisco Help' header and text describing the app's capabilities. A list of features is provided: Create, view, and respond to discussion forums; View Leaderboards; Subscribe or unsubscribe to RSS Feeds; and View videos in the Cisco Support YouTube Channel. Below this list, there is a paragraph about staying connected and a contact email address: communitysupport@external.cisco.com. At the bottom of this screenshot, there are links for 'Terms & Conditions', 'Privacy Statement', and a 'Back to top' button highlighted with a red box.

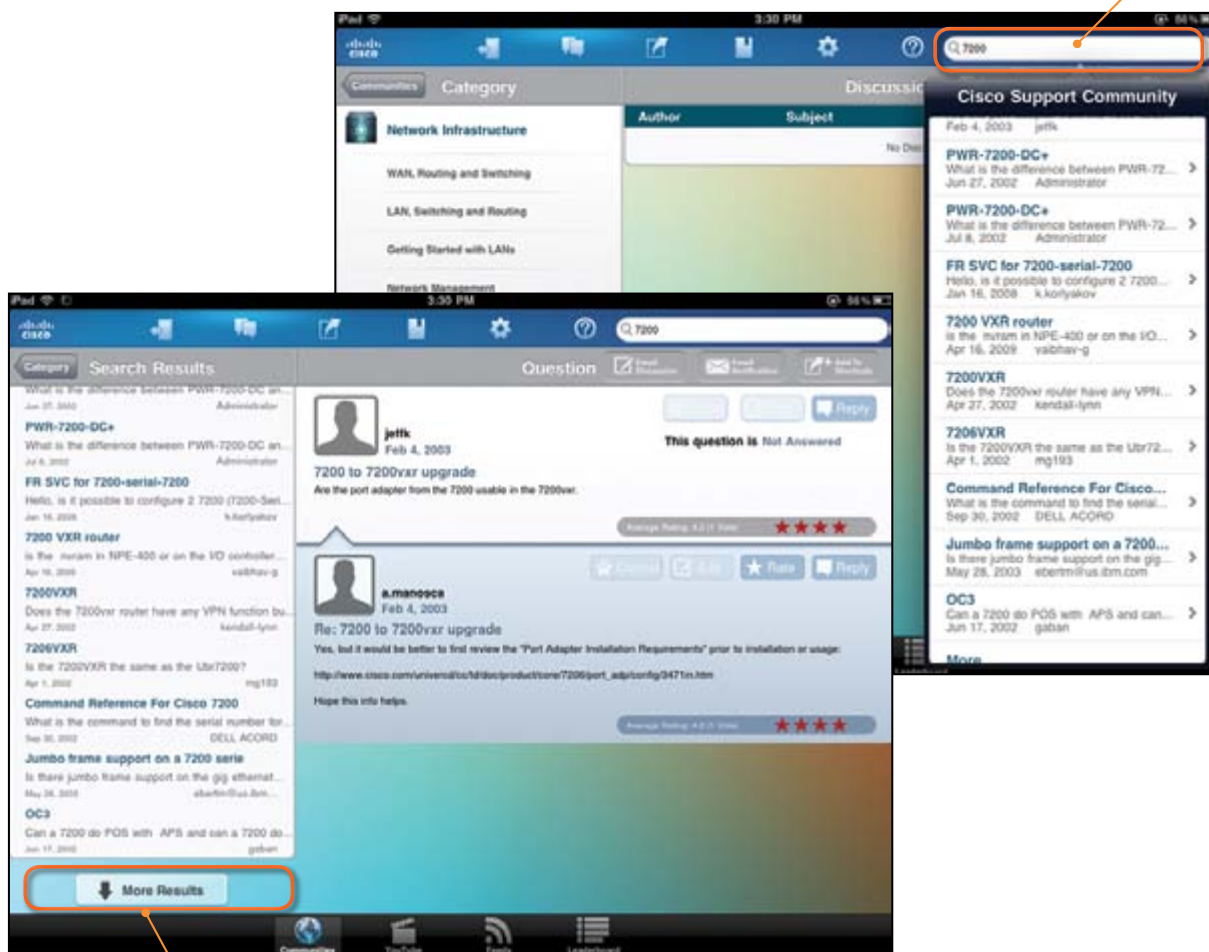
Search

Search bar allows you to search for content within communities.

- Enter keyword(s) in the search box and hit Enter to begin searching.
- Search results are displayed in the pop-over panel.
- If there are more than 10 results, a "More...." link will be displayed; tapping on this button will display the next set of results.
- Tap on a search result to view the entire discussion thread.

Note: The maximum search string is 128 characters

Search Box

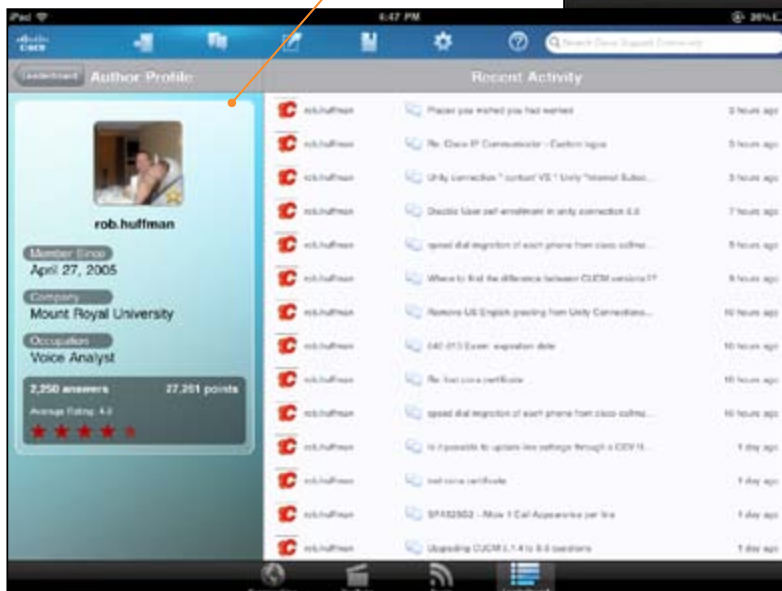


Leaderboard



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.

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

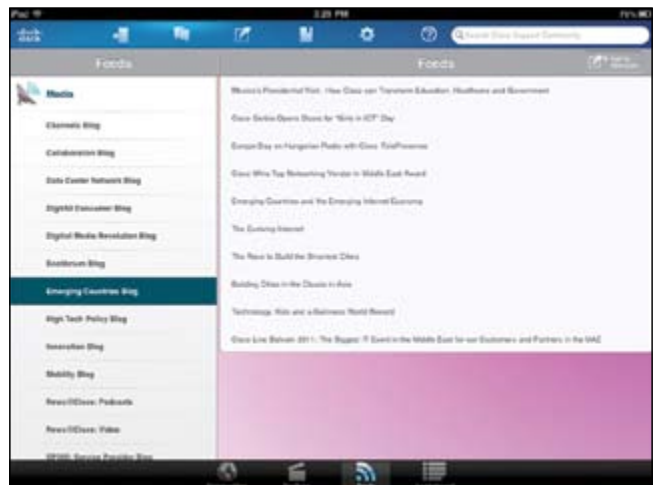
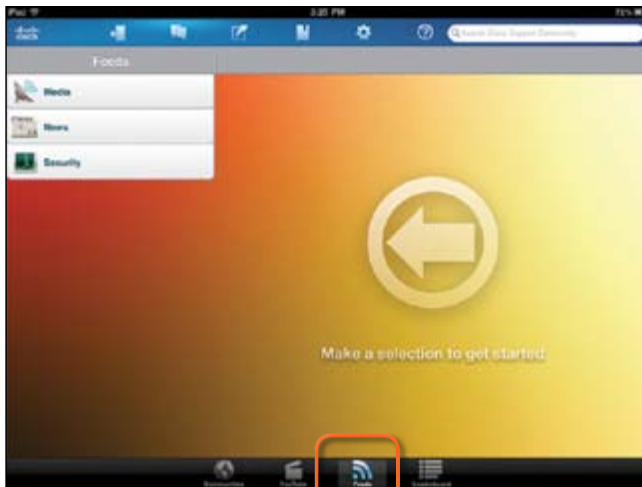


Feeds



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



**RSS Feeds
Icon**



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.

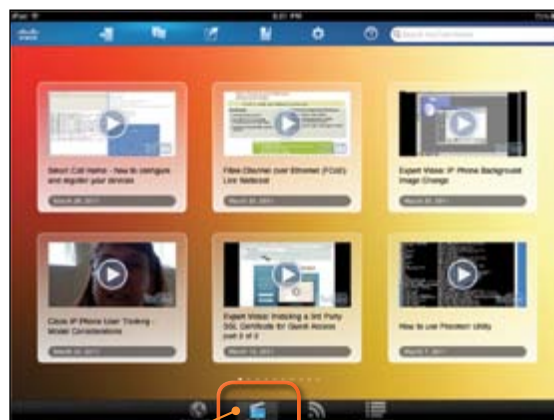


- To reduce the video screen tap on the screen and tap on the reduce arrow to bring the screen back to the original display.

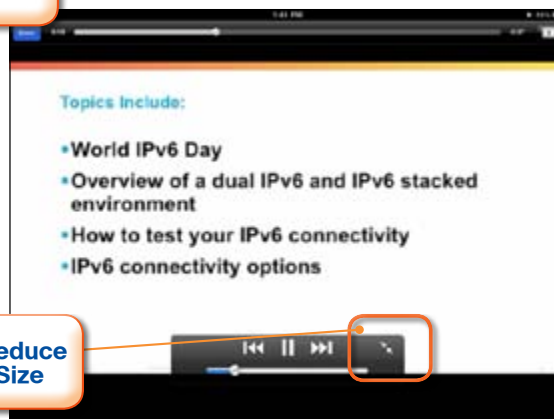
You can search for Cisco technical support videos by typing keywords in the search box

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.



YouTube Icon



Expand/Reduce Screen Size



Search CSC Videos

Appendix

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

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
<http://www.cisco.com/web/siteassets/legal/privacy.html>

Cisco Systems, Inc. Terms and Conditions
http://www.cisco.com/web/siteassets/legal/terms_condition.html

SIO Security Alerts Legal Disclaimer
<https://supportforums.cisco.com/docs/DOC-17062>

