# Cisco Technical Support Community
# iPhone App User Guide
## v 1.1

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CISCO

## Contents

## Introduction

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

The iPhone 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** CSC Bookmarks — shows bookmarked discussions from Cisco Support Community (CSC).

**2** My Discussions — allows you to keep track of discussions that you create.

**3** My Shortcuts — allows you to quickly navigate to the discussions, communities, and RSS feeds that you previously marked.

**4** Communities — allow you to browse discussions in all areas of CSC.

**5** Leaderboards — displays top All Time & Monthly contributors from the CSC.

**6** Feeds — lets you browse, search and add shortcuts for Cisco feeds.

**7** YouTube — gives you access to videos from the Cisco Support YouTube Channel.

**8** Settings — allow you to change certain preferences of the application.

**9** Help — provides App related help documentation.

**10** Search — allows you to search content within CSC.

**TIP:** You can re-order icons by touching and holding down any dashboard icon until the icons wiggle. When you are done with re-ordering icons, click on the iPhone's Done button.

## 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 Create New Account button.

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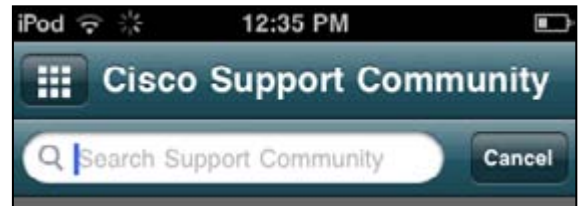
## Communities

Communities show 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 discussion list.  Certain Communities have sub-communities within them as indicated by a blue arrow.  Tapping on blue arrow will bring up list of sub-communities
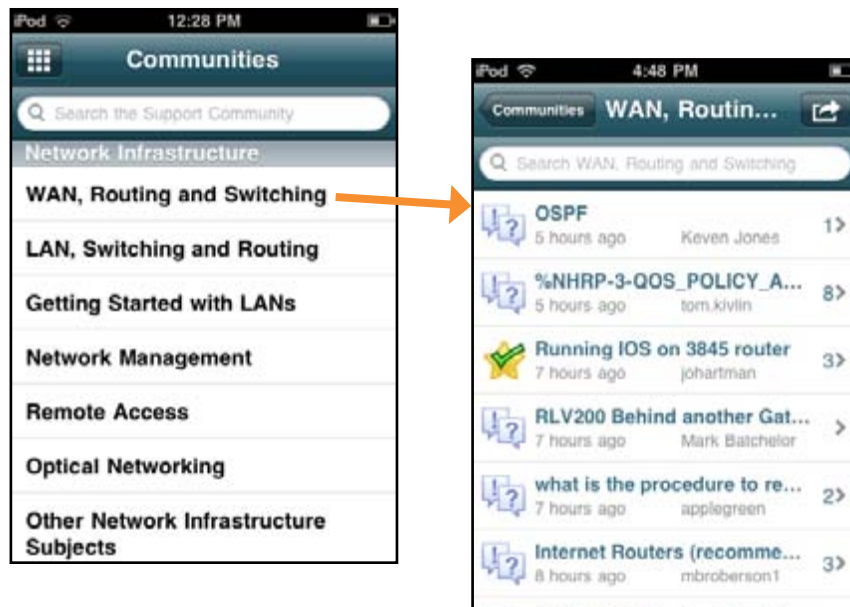
## Search

Search bar allows you to search for content within communities. Enter keyword in the search box and tap on search to begin searching.



## Discussions



This is the list of discussions for the 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
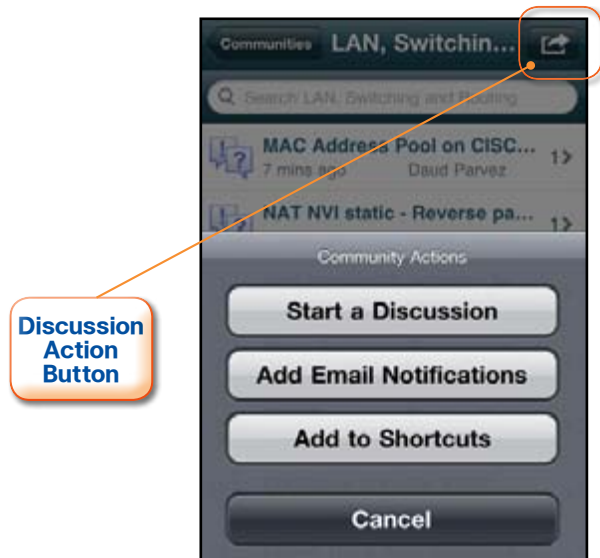
Indicates unanswered question

Indicates answered question

### Discussion List Action Menu

You can access the action menu by tapping on the action button located at the top right corner of the discussion page.

Within the action menu you can:

- Start a discussion
- Add Email Notifications for your selected community
- Add your selected community to your shortcuts
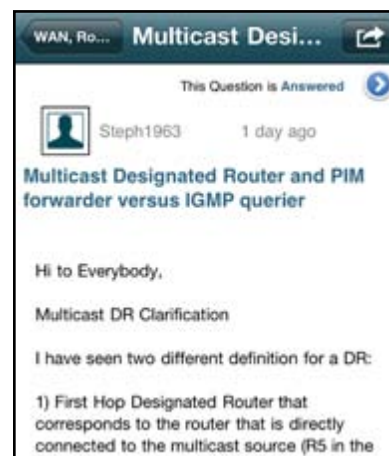


Discussion Action Button

## 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 the replies as well as any image attachment.

*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.)

**Discussion Action Button**

### Discussion Action Buttons

You can access the action menu by tapping on the action button located at the top right corner of the discussion page.

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

### Reply Action Menu

You can access the reply action menu by tapping on the blue arrow located at the upper right corner of the reply.

Within the action menu, you can:

- Rate a reply
- Reply to a post
- View author profile
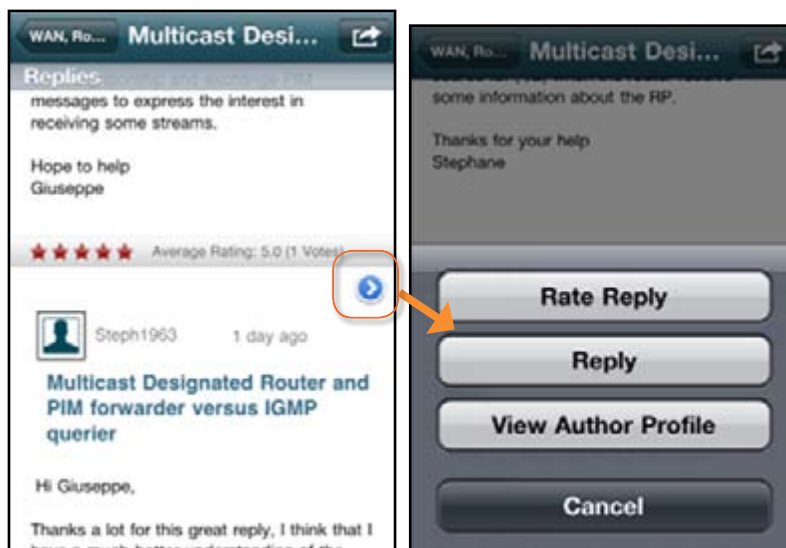
## My Discussions

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

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



## 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 Feeds to My Shortcuts for ease of access.
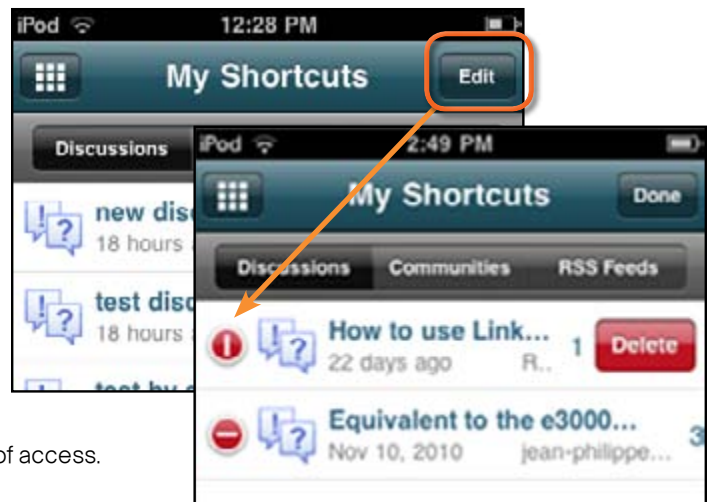
## My Shortcuts

My Shortcuts are links stored within the app that provides quick access to content of interest. You can add shortcuts to Communities, Discussions, and Feeds.

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

Tap on Done button to save changes.

**Tip:** Add frequently accessed content to My Shortcuts for ease of access.

## 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.
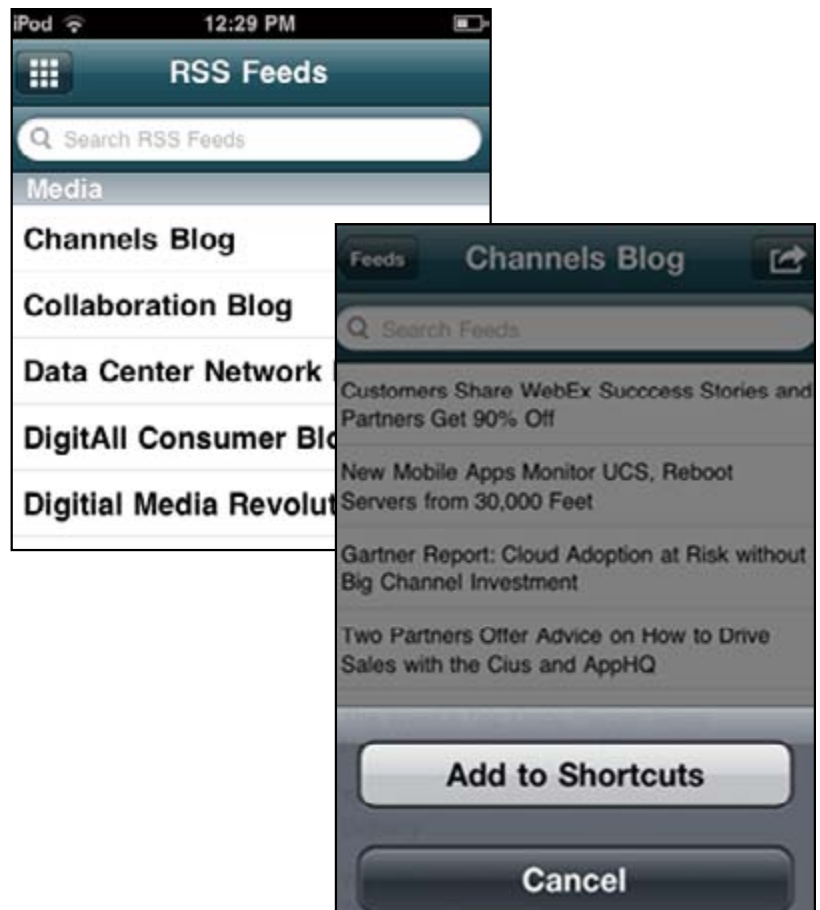
## RSS Feeds

RSS Feeds displays a list of feeds from Cisco.com

You can search within the feed list by using the search bar. Tapping on a feed name will bring up the list of articles in that feed.

From the article list screen, you can add the feed list to your shortcuts by tapping on the action button

**Note:** Turning off an email notification will automatically remove it from your notification list.
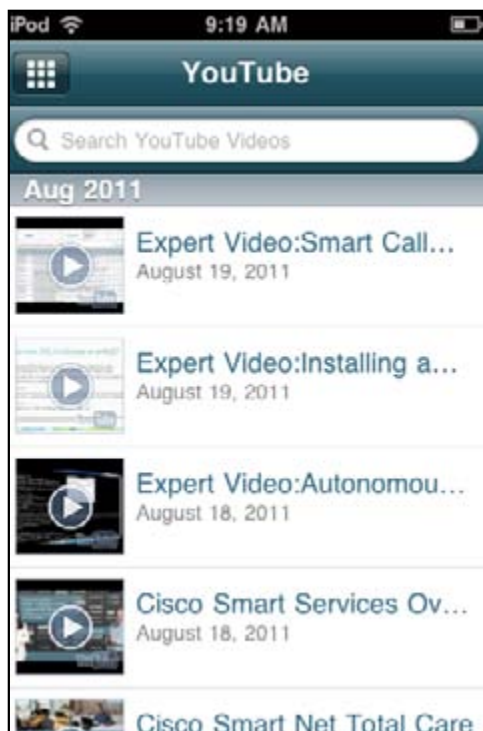
## RSS Feeds (cont'd)



Selecting an article will bring up the article page with a snippet of the corresponding article.



In order to view the full article you can tap on the link button shown below



## YouTube Videos



YouTube displays videos available on Cisco Support YouTube channel.

Search bar allows user to search for available YouTube videos.

*Note:* Ten videos are displayed by default. Tapping on More... at the botttom of the scrolled page, opens up ten additional videos. Some video formats are not supported by Apple OS and may not play on your device.
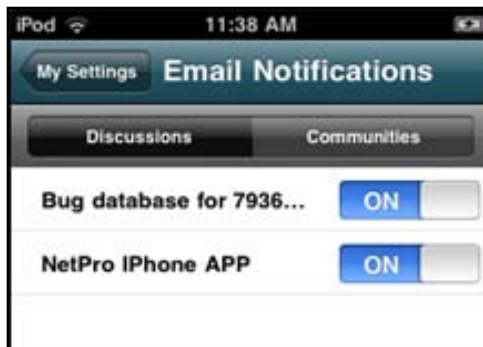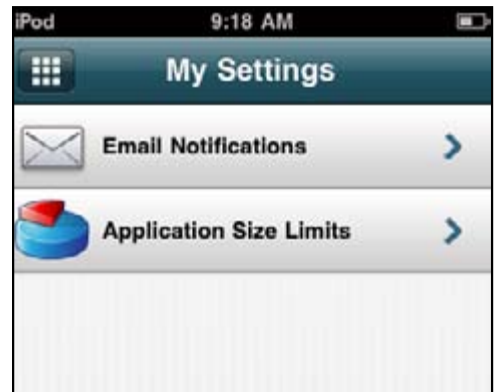
## Settings

Settings allow you to edit your application preferences.

These consist of two sections:

- Email Notifications
- Application Size Limits

### Email Notifications

This option allows you to enable & disable email notifications that you have created.

Discussions that you authored or replied to are automatically added to your email notifications.

Turning off email notification for a discussion will remove it from your notification list.

### Application Size Limits

This option allows you to enable or disable offline caching as well as limit the amount of space the application takes up on your device.
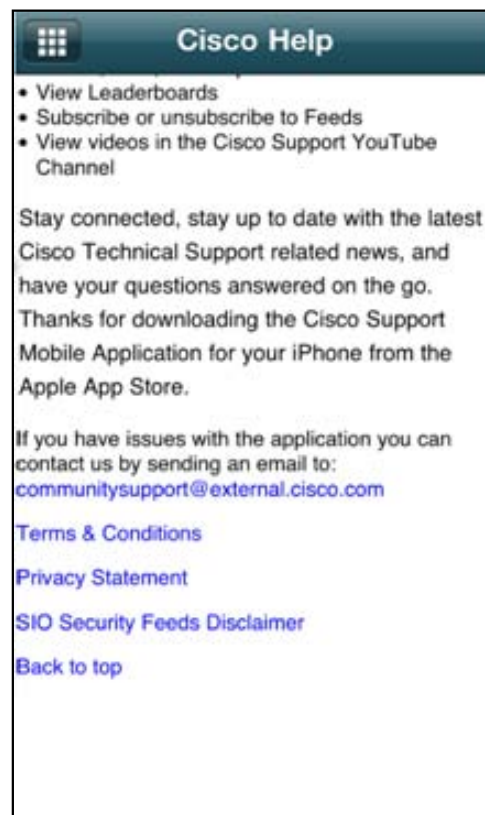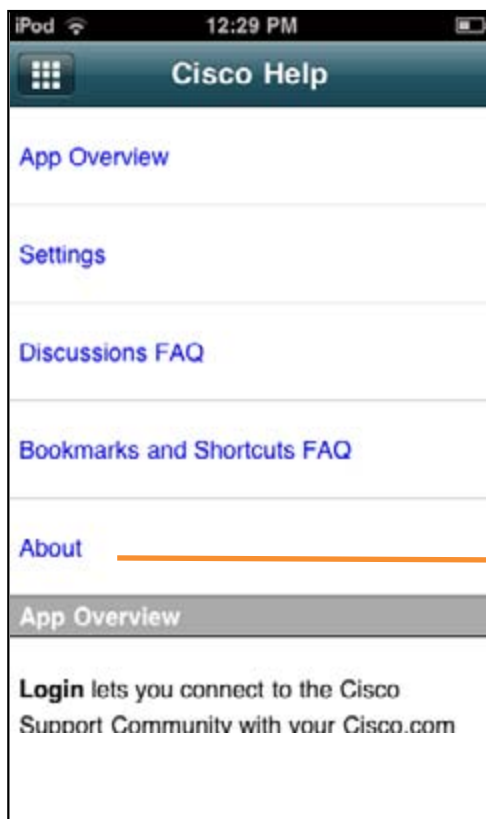
## Help

Help button launches the help screen, where you will find Help Topics and FAQs covering:

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

## 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
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Cisco Systems, Inc. Terms and Conditions
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SIO Security Alerts Legal Disclaimer
https://supportforums.cisco.com/docs/DOC-17062