



## Cisco Events Mobile Application

Welcome to the new free Cisco Events mobile application! Using this tool, participants can:

- Connect with peers and Cisco representatives attending an event virtually or onsite
- Earn points towards exclusive prizes for participating in activities through this application
- Link to other social media networks

Use the information below to learn more about ways to use the application, earn points, and win prizes. We look forward to connecting with you onsite and virtually through the Cisco Events mobile application.

### Cisco Events Mobile Application Downloading Instructions

This application is currently available for iPhones 3.0 and above, Android phones (2.1 and above), Blackberry, and Windows 7 devices (running 6 OS) with GPS update capabilities, on the HTML 5.0 platform. If you do not have a compatible mobile device, please visit the Cisco booth information counter to participate in other passport programs. (The application only needs to be downloaded once and can be used as you participate in various Cisco events.)

**iPhone Application Download:** visit the online Apple app store either on your mobile device and search for "Cisco Events", or by visiting [ddut.ch/CiscoEvents](http://ddut.ch/CiscoEvents) (not case sensitive) directly from your mobile phone.

**Android, Blackberry, and Windows 7 Application Downloads:** visit [bit.ly/CiscoEvents](http://bit.ly/CiscoEvents) (not case sensitive) directly from your mobile phone.

**Rewards:** Prizes for participation will be awarded in drawings. (1 prize per person) Drawings for a chance to win a MinoHD 4GB Flip will take place at 7:15 p.m. on Wednesday, 30 March 2011 and at 3 p.m. on Thursday, 31 March 2011. Participants do not need to be present to win. Winner notifications will be sent by email and by Twitter.

**Rules:** The Cisco Live Melbourne game in the Cisco Events mobile application will begin on Thursday, 24 March 2011. Check into different Cisco activities in the application and earn points and be entered into a drawing to win a MinoHD 4GB Flip. Here are ways to earn more points:

- Take a picture and upload it to the application as you are checking in.
- Answer a program question related to a check in.
- Rate a check in and provide a comment.
- Rate the Cisco Events mobile application in the Apple App Store.
- Check in to at least 2 items in a specific category and earn the category sticker.
- Earn at least 3 category stickers and receive a program badge.

## Cisco Events Mobile Application Activities for Cisco Live Melbourne

Activity Category Types
Demonstrations
Programs
Reception
Resources
Sessions
Special Activities
Social Media
Website

## Cisco Events Mobile Application Points

(Participation in Cisco program related activities listed in the application will be eligible for points and prizes. General participation in the application will not go towards prizes.)

Description	Points	Description	Points
Check In New Location	50	New Review	20
Check In Previous Location	10	First Review Bonus	25
First Check In of Day Bonus	15	Add Profile Photo	10
Multiple Check Ins In a Day Bonus	20	Add Location Photo while Review	30
Multi Day Check In Bonus	25		

## Cisco Events Mobile Application FAQs

### How can I edit my name or email or other account info?

Go to "settings" to edit any personal information or account settings. Click on "edit" next to account info to reset your password, update your name, email, or phone number, or to change or upload a photo.

### How do I reset my password?

To reset password upon sign in, click the "send me a password link". To reset your password when logged in, click the "more" tab, then "settings", followed by "change password."

### Which smart phones, versions, operating systems, and platforms are compatible with the geo-location application?

The Cisco Events application will work on smart phones with HTML5 and iPhone hardware versions 3G with 3.0 OS and above. (Android phones (2.1 and above); Blackberry, and Windows 7 devices (running 6 OS))

### How do I download the Cisco Events mobile application onto my smart phone?

This application is currently available for iPhones 3.0 and above and Android phones (2.1 and above), Windows 7, and Blackberry devices (running 6 OS) with GPS update capabilities, on the HTML 5.0 platform. If you do not have a compatible mobile device, please visit the Cisco booth information counter to participate in other passport programs. (The application only needs to be downloaded once and can be used as you participate in various Cisco events.)

**iPhone Application Download:** visit the online Apple app store either on your mobile device, or your iTunes account and search for "Cisco Events", or by visiting [ddut.ch/CiscoEvents](http://ddut.ch/CiscoEvents) (not case sensitive) directly from your mobile phone.

**Android, Blackberry, and Windows 7 Application Downloads:** visit [bit.ly/CiscoEvents](http://bit.ly/CiscoEvents) (not case sensitive) directly from your mobile phone.

### What is a check in?

Using the Cisco Events mobile application, you can notify the tool that you are at a specific location, called a “check in”.

## How do I check in?

After loading the application on your smart phone, select the program you would like to “check in” to and choose an activity from the list. During “check in”, you can simply “check in and notify others” active in the application or extend awareness to your Twitter followers and Facebook friends. You can also post a picture of your “check in” location. To post an image, take a picture using your smart phone and then click on the camera icon during the “check in” process. Each time you “check in” to a Cisco specific activity listed on this screen, you will earn extra points towards prizes. The point values are listed as part of the “check in” activity.

## How do I change my current location?

The Cisco Events mobile application uses the GPS in your smart phone to find your current location. If you would like to change this location, click the “check in” button to launch a search for nearby locations. If the location you are looking for cannot be found, pull down on the menu and enter it in the search bar.

## How do I upload or change a profile photo to my account?

Within the Cisco Events mobile application, click on “more” and then “settings”. Click on the camera icon and load a picture stored in your picture library on your smart phone (next to account information). **\*Please Note:** Photos must be 200 KB or smaller (jpg, gif, or png format).

## How do I earn stickers and badges?

Stickers are earned by participating in multiple activities within a specific category. Program badges are earned once a number of category stickers are accumulated. Check the rules section for more details.

## How do I find friends?

The Cisco Events mobile application has the capability to selectively add your friends from your address book and by email. Click on the “contacts” icon and click on the “+” symbol in the right-hand corner. This action will bring up either your address book list or a new email window, depending on the option you choose.

You also can connect with others by clicking on the participant’s name either in the “Cisco Community” stream or from the “Leaderboard” sections.

Lastly, as you check into a location, you can see who else has also checked in and connect with them.

Once you add the contacts and they accept your request, they will be listed in your contact list.

## How do my check ins show on Facebook and Twitter?

Click on the “settings” button to add in your Facebook and Twitter account information. Once this information is loaded into the application, it will ask you if you want to broadcast your “check in” to these channels each time.

## The Cisco Events mobile application has the incorrect location listed. How do I fix it?

Modern mobile phones use various combinations of GPS, Wi-Fi, and cell tower triangulation to estimate a phone’s location. Depending on which of these signals is available, the reported location can be very accurate (down to 10m/30ft if GPS is turned on and you are outside in the open where satellites are visible) or wildly approximate (somewhere in a 5km/3mi circle).

This application uses these location estimates to deliver lists of “check ins” and friends that are near you. If a place you expect to see isn’t in the nearby list, it may be because your phone thinks it is somewhere other than your current physical location. The black status bar near the bottom of the “check in” views shows the approximate address where the phone thinks it’s located. If this address seems wrong, you can refresh the location by pulling down on the current view and releasing.

If the location is still incorrect after you refresh, try to make the phone use a different type of signal to construct the location estimate. If you are inside a building, take the phone outdoors so it has line of sight to GPS satellites. If you have WiFi disabled, turn WiFi networking on. If the phone's reported location remains far away from where you are, you will probably still be able to find the place you want to check into by searching for it by name in the "check ins" view.

### **The mobile application is showing me empty "friends", "check ins", and "review" screens. How do I fix this?**

Verify that you have enabled "location services" for the application in your device's settings. Open the "settings" tab, click on "general", and then "location services". In the list, make sure the switch is set to "on".

Next, verify that your device has a working data connection. (Can you open web pages? If not, check the "settings" tab by clicking on "general", then "network", "cellular data: and/or "settings Wi-Fi").

Lastly, quit and restart the Cisco Events mobile application. If you are on an iPhone 3GS or newer and you are running iOS 4, you should close any instance of the application that might be running in the background before restarting. (To find any running applications, double click the "home" button and a dock will appear showing all of the open applications. Scroll sideways and when you find the Cisco Events mobile application, click and hold until you see the red minus sign pop up. Then click on the icon to close the application down completely. Once that's completed, you can launch it from your home screen.)

### **How do I give the Cisco Events mobile application permission to get my location?**

On your iPhone, go to the main screen and click on "settings", then "general", and lastly "location services". Make sure "location services" and the Cisco Events mobile application settings are turned "on".

Also, if you're ever having trouble with iPhone4, you may want to close running applications. (To find any running applications, double click the "home" button and a dock will appear showing all of the open applications. Scroll sideways and when you find the Cisco Events mobile application, click and hold until you see the red minus sign pop up. Then click on the icon to close the application down completely. Once that's completed, you can launch it from your home screen.)

On the Android, a browser is needed to give the Cisco Events mobile application permission to access your location. Open the browser, click on the menu, then "more", then "settings". Lastly select "enable locations."

On the Blackberry, go to the "home" screen and click on the "browser" icon. From there, click on the "menu" button, select "options" and select "browser configuration". Once these steps are completed, check the box to support location, and then click "change option". Lastly, click the trackball and then click "save options".

### **How do I add a location?**

Go to the "check ins" tab to search for nearby venues in case the location already exists in our system. If not, try searching using a key word. If you still can't find the location, click on "still can't find the place?" to add a new item. **\*Please note:** Added locations that are not already listed as a main Cisco activity will not be eligible for points or prizes.

### **My iPhone 4 (or iOS4) is having trouble with the Cisco Events mobile application. What can I do?**

It's possible you have many applications running in the background that are a memory or battery drain. Try shutting some down completely and try restarting the application.

To find any running applications, double click the "home" button and a dock will appear showing all of the open applications. Scroll sideways and when you find the Cisco Events mobile application, click and hold until you see the red minus sign pop up. Then click on the icon to close the application down completely. Once that's completed, you can launch it from your home screen.

### **What do I do if the HTML5 mobile application freezes?**

If you've bookmarked the application, try deleting the bookmark and clearing your history and cache in settings. Then try browsing to the link again. Or, you can try signing out and back in. If both of those options do not work, turn your phone off and back on.

### **How do I get pings or notifications when my friends check in?**

On iPhone you can activate to receive "push notifications" by going to the "more" tab. Click on "settings", then turn "on" the "receive from friends". You can also enable/disable receiving push notifications from specific users by going to their profile page and turning the "receive alerts" switch to "off".

Make sure that you've allowed "pings from the application" in your phone settings and those notifications are turned "on". (Go to the main page and click on "settings", then "notifications", and make sure notifications are turned "on". Then click on "Cisco Events" to make sure alerts are turned "on". **\*Please Note:** you can only receive pings from friends that are in the same city that you're in. You will also receive notifications from your friends no matter where they are located. (HTML5 applications for Blackberry and Androids do not have "push notification functionality".)

### **How can I see what contact information I share with friends?**

On the iPhone, just your first and last name initial, picture, Facebook and Twitter account links will appear.

On the Android, there is an "about me" field on the "me" tab. You can edit this info by going to the "me" tab, at the bottom of this page there is an "about me" text box where you can share contact information.

On the Blackberry, you can edit shared content by going to the "me" section at the bottom of the screen, in the "edit about me" box.

### **Who can I contact if I have questions about the application?**

The Cisco team is happy to assist you. Visit the Cisco information counter onsite for more information or send questions to [cisco\\_social\\_media\\_for\\_events@cisco.com](mailto:cisco_social_media_for_events@cisco.com).