Technical Knowledge Library

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The Cisco Technical Knowledge Library (TKL), an online knowledge subscription service, can be purchased by Cisco customers and partners. TKL is also available for tablet and smartphone users. TKL can be accessed using devices that run on the iOS and Android operating systems. This allows you to access TKL from virtually anywhere.

The purpose of the Mobile User Guide is to help locate, install and use the TKL applications on iOS or Android devices. A prerequisite to use the TKL application is that you must already be a registered TKL web user with a valid CCO ID for login.
Splash Screen

Depending on your Internet connection speed, you might see the Splash screen before the Login screen appears.

Login Screen

- Your username will be your CCO ID. Enter your password just below your username.
- If you would like the mobile app to remember your username and password, check ‘Remember Me’ (available for devices without Touch ID).
- If your device has a fingerprint sensor or Touch ID capability, you can enable the same feature for Cisco TKL app.
- If you forgot your password, click on ‘Forgot password?’
- If you need to register for a TKL account, click ‘Or register for an account’.
- Otherwise, after entering your username and password, click Log In.
Login Error Message

- In case you provide unexpected login credentials, an error message will appear in the screen.
- You will want to verify the credentials you tried and try to log in again.
- If you are sure about your User ID and forgot your TKL password, then choose the ‘Forgot password?’ link to reset your password.
- If you do not remember your User ID and password, you can contact tkl-support@cisco.com or the Cisco Customer Helpline for further help.

Loading Screen

- After logging in successfully, you will proceed to the Home screen. Depending on your Internet connection speed, you might see the Loading screen.
- After your data loads, you will arrive at the Home screen.
Home Screen

- Your Home screen provides icons designed to quickly take you to where you want to go in TKL:
  - Welcome to TKL does just that. It welcomes you to the TKL family.
  - The Library contains your collection of Cisco, Customer and saved contents.
  - Check the News section regularly for information related to the wider TKL family.
  - Check the Announcements section regularly for information related to your Customer portal.
  - Info is your place for general information about TKL, Support, Feedback and more.
  - Use the Log Out feature to close your mobile session completely.

Library

Select the ‘Library’ icon in the Home screen to explore different types of contents from Cisco Resources, Customer Resources and Topics.
Cisco Resources

- You can find all Cisco-related contents inside Cisco Resources.
- Here, you will find contents organized by the collection of Offering Types available.
- When you enter the Library, your default visit will take you to Cisco Resources. However, feel free to choose one of the other areas to visit by clicking its icon at the bottom of your screen.

Topics

Here, you will find contents displayed based on the collection of available domains.
Customer Resources

- ‘Customer Resources’ provides an area dedicated to content specific to you, the customer.
- You can examine all of the customer-related content by clicking the ‘Customer’ option in the tab bar.

Menu Icon

The icon that resembles a hamburger (top left) is available in Cisco Resources, Customer Resources and Topics. If you tap it, a slider will open to provide several options. Make your desired selection.
Content Description

- To check the description regarding any content, tap the specific content.
- You can choose to View or Download.

Content Download

- Tapping the Download option will download the content. You can check your ‘My Content’ section to see your downloaded content.
- You will get a confirmation pop up if your download is successful.

Content View
If you have installed Vera application on your device, you will be able to view encrypted contents.

If you do not have the required Vera application installed on your device and try to open an encrypted file, a message will appear to remind you to download Vera.

For your convenience, the message will provide you with a link to download Vera application.

To go back to previous page, select ‘Done’.

For files other than the encrypted files, your device might provide you with options in order to select the specific application to open the content.
- The Sort icon provides you with an entry point to sort your content based on the parameter you choose.

- You can reach the Sort icon in Cisco Resources, Customer Resources and Topics.

- When you tap on the Sort icon, a slider will come up at the bottom of the screen.

- After toggling a parameter and choosing your preferred sort order, tap ‘Done’ to save the changes. The content list will be displayed based on the selected criteria.

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**Search Field**

- You can search for any content using the Search field.

- When you use the Search field, you will search the entire TKL library. Contents matching the criteria you enter will be displayed as search results.

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**Filter Icon**
You can find the Filter icon at the top right of your search results.

You can use this icon to filter your search results based on Offering Type, Domain and File Format.

By default, all options are checked for you.

If you make any changes to your filter criteria, the ‘Done’ button will appear.

Tapping ‘Done’ will save the selected options, and the content list will display based on your selections.

Different Filter Options
Library – My Content

- My Content stores all of the contents you have downloaded with the application.
- Select the ‘My Content’ option in the tab bar to check your downloaded contents.
- The Edit icon at the top right enables you to ‘Rename’ or ‘Delete’ contents.

Content Rename

- To rename any content, first tap on the ‘Edit’ icon introduced in the Library – My Content section.
- You can rename one item at a time.
- If you select an item, the ‘Rename’ icon will enable. Select Rename in the toolbar to proceed.
- Enter a new name in the Rename File pop up. Choose ‘Save’ to confirm the new name or choose ‘Cancel’ if you change your mind about renaming the item.
Content Delete

- Inside the My Content area, you can delete items one at a time or multiple items at the same time.

- To delete content(s), select single or multiple check boxes and then tap the ‘Delete’ icon in the toolbar.

Welcome to TKL

In this area, you will see welcome notes that provide you with a description of the TKL application.
News

➢ To check the latest TKL News, select the ‘News’ icon in the Home screen.
➢ TKL News items are intended for the wider TKL family.
➢ Tap on any news item to read its details.
➢ The tab bar at the bottom of the screen allows you to leave the News area and to jump quickly to your Library at any time you want.

Announcements

➢ To check the latest TKL Announcements, select the ‘Announcements’ icon in the Home screen.
➢ TKL Announcements are generally intended for specific customers.
➢ Tap on any announcement to read its details.
➢ The tab bar at the bottom of the screen allows you to leave the Announcements area and to jump quickly to your Library at any time you want.
Info Screen

- The Info Screen contains different information regarding TKL such as About TKL, Terms of Use, Support, Feedback, Error Log and the Cisco Online Privacy Statement.
- You will reach this screen after clicking the 'Info' icon on the Home screen.

About Page

The About page enables you to check the version of the TKL application you are using and provides copyright information to keep the lawyers happy.
Terms of Use

We want all of our TKL users to enjoy their experience, and the Cisco ‘Terms and Use’ section provides guidelines to help us facilitate a positive environment.

Support

You never need to remember our email address. If you need help with anything regarding the TKL application, click the Support link to contact the TKL Support team directly.
Feedback

- At Cisco, we value your feedback. To help us improve the application, we encourage you to share your experience, thoughts and more with us.
- Simply click the provided email address to provide your feedback.

Cisco Online Privacy Policy

Because this policy is lengthy, we provide the link to where it is maintained at Cisco’s flagship website. To read it, click the URL provided to open its web page.
Error Log

- Should you encounter an error with the TKL application, you can generate an Error Log. The Error Log contains the technical information regarding the TKL application error.

- You can View and Send the Error Log to the TKL Support team to help us resolve any issues.

- If you submit the Error Log, a Confirmation message will appear in the screen to reassure you that we have received the technical information.

- Our TKL Support team <tkl-support@cisco.com> will contact you after analyzing the Error Log to ensure we were able to resolve any issues.

Notes Regarding Vera Encrypted Content:

1. Android and iOS - You can view a Vera encrypted content only in Vera application. Please install Vera app in your mobile before you open a Vera encrypted content. This is applicable for both ‘View Online’ and ‘View Downloaded Content’.

2. Amazon Fire OS – You can view a Vera encrypted content only in Silk Browser of the device (Silk browser is the default browser of Amazon Fire device). This is applicable for both ‘View Online’ and ‘View Downloaded Content’.