Working with the Knowledge Base

This guide assumes that you have a working knowledge of the iSupport web site. It does not go into detail. It gives an overview of the basic procedures, and should be used as a reminder of how to perform functions. For in-depth information and tips about the functions of iSupport, please refer to the User Guide. Not all features or sections are available for all users.

Searching the Knowledge Base

1. In the *How can we Help You* group on the *Home* page, click the **Find a Solution** link or click the **Support** tab located near the top right side of the page.

2. On the *Knowledge Base* page, perform one of the following:

    a. Select a *Solution Category* to narrow the search down to a single product. Continue with step B.

    b. Type a question or key words in the *Search Solutions* box.

3. Select the drop-down box related to **Using** to have the search criteria match *Any of the words, All of the words,* or *Exact Phrase.*

4. Click the **Go** button to begin the search. The list of solutions will appear beneath the search filter in the *Search Results for Solutions* section.

5. Click the **Title** of a solution to open and view.

Setup Email Notification

When viewing a solution of interest, you have an option to request that an email notification be sent to you when the solution is updated. Solutions that appear in the *Quick Links* group on your iSupport home page are automatically setup for email notifications. A notification will be sent when a Nuance employee updates the solution. The following describes how to place a solution in the Quick Links group..

1. Search for a solution in the knowledge base and open it for viewing.

2. Scroll to the top or bottom of the solution and click the **Add to Quick Links** button.

3. A confirmation message will appear on the page stating, *Solution "#####" is added to Quick Links*.

4. Click the **Home** link to return to your Home page.

5. Verify that the solution is listed in the *Quick Links* section.

Remove an Email Notification

The following describes how to remove an email notification on a solution.

1. In the *Quick Links* group on the Home page, click the **Solution Number** to open the solution.

2. On the right top side of the solution, click the **Remove from Quick Links** button.

3. A confirmation message appears stating, *Solution "#####" is removed from Quick Links*.

4. Click the **Home** link, to return the *iSupport Home* page.

Browsing the Categories

When you click a category name, you see a list of the solutions associated to that category. The resulting list is sorted by the Date column and has the newest solution or the most recently updated solution on the top. Refer to the heading *Sorting the Search Result List or the Browse List* to learn how to change the sort criteria.

The View Setting for the Browse List

The solutions shown in the Browse list are governed by the *View* setting. The View setting works in conjunction with the *Last Updated* date. By default, the Browse list contains all of the solutions that have been published or updated in the past 2 years. The time frame can be changed by selecting a different value from the View drop-down list.

Figure 1 View Setting

1. Select a value from the drop-down list.

2. Click **Go**. The Browse list is updated.

Narrowing Your Search by Browsing First

By selecting a category first, you can limit your search to only the solutions within that category and its sub categories. So, if you only wanted to search for solutions that apply to the EXText category, select EXText first before entering your criteria.

Tip: If you want to search in multiple categories, you can use the *Solution Advanced Search* feature.

Sorting the Search Result List or Browse List

By default, the search result list is sorted by Score and the Browse list is sorted by Date. Both lists can be sorted by any of the columns available. The currently selected sort column is indicated by either the Up or Down arrow icon appearing next to the column name. To choose which column to sort by, click the column name link. To change the sort order of a column, click the arrow icon. The Down Arrow indicates that the list is sorted in descending order, i.e. with the newest date on top, the highest number on top, or in alphabetical order. The Up Arrow indicates that the list is sorted in ascending order, i.e. with the oldest date on top, the lowest number on top, or in reverse alphabetical order.

The next figure shows the columns sorted in descending order by the *Last Updated* column. Note the position of the Down Arrow icon.

Title	Number	Last Updated ▼
What Microsoft Security Bulletins Impact Dictaphone Equipment?	12300	05-JUL-2007
User Group Information	12288	21-JUN-2007

Figure 2 Sort Order