

# **Frequently Asked Questions for Magento**

## **User Guide**

version 1.0

*created by "IToris"*

**IToris**

**Table of contents**

1.	Introduction .....	3
1.1.	Purpose.....	3
2.	Installation and License.....	3
2.1.	System Requirements .....	3
2.2.	Installation.....	3
2.3.	License .....	4
3.	How to Use.....	4
3.1.	General Settings .....	4
3.2.	Global F.A.Q. ....	4
3.2.1.	Create Categories .....	5
3.2.2.	Create Questions.....	5
3.2.3.	Manage Categories and Questions .....	6
3.3.	Product F.A.Q. ....	8
3.3.1.	Display F.A.Q. on Products' Pages.....	9
3.3.2.	Insert F.A.Q. in Tabs on Product Pages.....	9

## 1. Introduction

### 1.1. Purpose

This document is a **User Guide** for **F.A.Q. module for Magento**. It describes how work with the extension.

This module allows creating general frequently asked questions' area on the website, as well as add F.A.Q. to each product separately.

## 2. Installation and License

### 2.1. System Requirements

The extension works under Magento from 1.4.x and higher.

The extension works with Apache 1.3.x and higher, PHP 5, Linux or IIS.

The extension's correct work is guaranteed with the following browsers:

- IE7, IE8, IE9
- FireFox 4.x, 5.x
- Google Chrome 15.x
- Safari 5.x

The correct work with other Magento versions, other browsers and Apache/PHP versions is not guaranteed.

### 2.2. Installation

All our Magento extensions and templates are installed via **IToris Installer**.

Download **IToris Installer** from here <http://www.itoris.com/itoris-magento-installer.html> and un-pack to the root of your website. It will then appear in menu **System → IToris extensions → IToris Installer**.

Open it and you will see all our Magento Extensions and Templates, both installed and available. You can install, update and un-install them with one click now.

Find **F.A.Q.** in the list of extensions and press **Install** button. It will ask for the license key that you will receive after the purchase. Enter the key and submit. The extension will be installed. It will be available in menu **System → IToris extensions → F.A.Q.**

The screenshot displays the Magento Admin Panel interface. At the top, there's a navigation bar with tabs for Dashboard, Sales, Catalog, Mobile, Customers, Promotions, Newsletter, Help Desk, CMS, Reports, System, and a search bar. Below the navigation bar, a message states: "Latest Message: New version 1.0.8 of Quick Buy is available. Read details". The main content area shows the "Dashboard" with various widgets: "Lifetime Sales" (\$0.00), "Average Orders" (\$0.00), "Last 5 Orders" (No records found), and "Last 5 Search Terms". On the right side, a dropdown menu is open, showing a list of extensions and tools. The "F.A.Q." extension is highlighted with a mouse cursor. Other items in the menu include "My Account", "Notifications", "IToris Extensions", "Tools", "Web Services", "Design", "Import/Export", "Manage Current", "Transactional E", "Custom Variabl", "Permissions", "Magento Conne", "Cache Manage", "Index Managem", "Manage Stores", "Order Statuses", "Configuration", "IToris Installer", "Email Templates", "SmartFormer Gold", "Product Tabs Slider", "Multiple Wishlists", "Quick Buy", "Registration Fields Manager", "Sale Alerts", "Stickers/Memos", "Help Desk", "Store Login Control", "Layered Navigation", and "We Miss You Alerts".

## 2.3. License

**F.A.Q. module** is website-dependent. By 'website' here we understand the website in Magento terms. Under one Magento installation one license key of the extension can activate all stores/storeviews within one website.

If your configuration has several Magento websites - a separate license will be required for each.

One license also supports a number of sub-domains for development/testing purposes in addition to the live website. Please see the full list of available sub-domains and additional information about the license in our [Terms and Conditions](#).

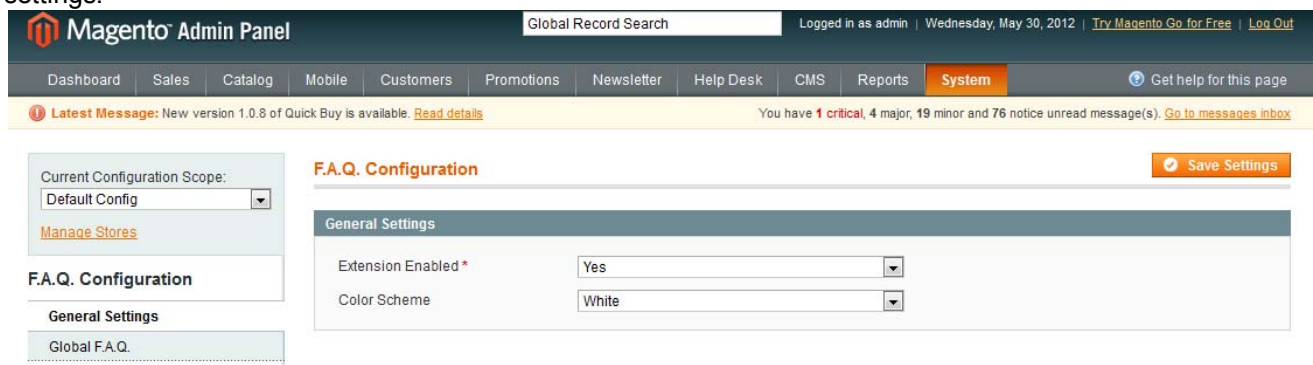
You can switch the license from one website to another – login to <http://www.itoris.com> using the credentials you will receive after the purchase. Go to **My Downloads** area, find your key there and reset it from the current website. Then use it again to activate another website.

The license also includes free life-time updates for the extension.

## 3. How to Use

### 3.1. General Settings

Install **F.A.Q.** and open it in admin area (**System → IToris extensions → F.A.Q.**). You will see the general settings.



On this page you can enable or disable the module.

You can also activate it for selected stores only. Or create different F.A.Q. areas for different stores. To do it select the store(s) in Current Configuration Scope on the left, manage the F.A.Q. and then save the changes. If required, select another store(s) configuration and create new F.A.Q. for it.

There is ability to select a color scheme (design) for the F.A.Q. area. 10 variants of design are available.

### 3.2. Global F.A.Q.

There are two types of F.A.Q. available - global for the whole website/store and product-related, for each product separately.

To create global F.A.Q. open **System → IToris extensions → F.A.Q.** and select Global F.A.Q. from the left tab. You will see the area to create F.A.Q.

In **Settings** area there will be the direct URL where F.A.Q. will be available. Here you also can select if the categories and questions should be expanded or collapsed by default. If you want them to be expanded - check *Expand Categories* and *Expand Questions* checkboxes.

**Intro Text** - enter any text you want to be displayed above the F.A.Q. HTML tags are allowed for the text. If no text is needed, leave the area empty.

Current Configuration Scope: Default Config

Manage Stores

F.A.Q. Configuration

General Settings

Global F.A.Q.

F.A.Q. Configuration

Settings

Expand Categories ☐

Expand Questions ☐

Intro Text

Global F.A.Q. is available at: <http://www.itoris.com/magento192/index.php/faq.html>

allows HTML tags

Global F.A.Q.

Add New Category

No categories

**Global F.A.Q.** area is for creating frequently asked questions. Questions are organized in categories.

### 3.2.1. Create Categories

Press *Add new Category* button, and the new area will appear:

Global F.A.Q.

Add New Category

Category Title:

☒ Active

Visibility: All

Delete Category

Question/Answer	Active	Visibility	Reorder	Remove
No Questions				

Add New Question

Enter *Category Title* (it will be displayed for customers), select if it should be *active* (visible) or not.

There is additional *visibility* mode - who will see the category. All, customers or visitors. If you select customers - only logged in users will see the category.

When categories are ready - press *Save Settings* button to save the changes.

### 3.2.2. Create Questions

To add questions to a category press *Add New Question* button in it. A new window will appear to create a question and answer.

Question is entered as plain text. There is a WYSIWYG editor for the answer - you can add images, links and insert video to it.

Questions have their own *visibility* mode - All, Customers or Visitors. If you select a category to be visible for customers only, then questions inside it will not be visible for visitors as well.

You can select a category to be visible for all, and some questions inside it to be for customers (logged in) only.

Add as many questions/answers to the category as you want. The same way questions and answers can be added to the other categories.

### 3.2.3. Manage Categories and Questions

There is ability to switch the order of categories. By default they will be displayed in the order you see them in admin area.

To change the order use *move up* and *move down* links near the categories' titles.

Category Title	move up / move down	Active	Visibility	Reorder	Remove
General Questions	move down	<input checked="" type="checkbox"/>	All	↓	✖
Warranty	move up / move down	<input checked="" type="checkbox"/>	All	↓	✖
Software License	move up	<input checked="" type="checkbox"/>	All	↓	✖

This will switch the position of the categories together with all their questions.

To change the order of the questions inside categories there are special icons that also move questions up or down. They are available in Reorder column:



Global F.A.Q. Add New Category

Category Title: General Questions move down ☒ Active Visibility: All

Delete Category

Question/Answer	Active	Visibility	Reorder	Remove
Q: Which types of computers do you sell? A: We sell Apple and Toshiba laptops.	<input checked="" type="checkbox"/>	All	↓	✖
Q: To you provide smartphones as well? A: At this time we do not.	<input checked="" type="checkbox"/>	All	↑	✖

Add New Question

Category Title: Warranty move up move down ☒ Active Visibility: All

Delete Category

Question/Answer	Active	Visibility	Reorder	Remove
Q: Is warranty included in the default price? A: Warranty is extra.	<input checked="" type="checkbox"/>	All	↓	✖
Q: What is covered by warranty A: There are several options to be selected - we provide 1-year parts and labor as well as 2-year full warranty.	<input checked="" type="checkbox"/>	All	↑	✖

Add New Question

You can disable categories and questions - they will not be displayed on the front-end when inactive. To disable a category uncheck *Active* checkbox near its title. To disable a question uncheck *Active* checkbox in *Active* column.

Global F.A.Q. Add New Category

Category Title: General Questions move down ☒ Active Visibility: All

Delete Category

Question/Answer	Active	Visibility	Reorder	Remove
Q: Which types of computers do you sell? A: We sell Apple and Toshiba laptops.	<input checked="" type="checkbox"/>	All	↓	✖
Q: To you provide smartphones as well? A: At this time we do not.	<input checked="" type="checkbox"/>	All	↑	✖

Add New Question

Category Title: Warranty move up move down ☒ Active Visibility: All

Delete Category

Question/Answer	Active	Visibility	Reorder	Remove
Q: Is warranty included in the default price? A: Warranty is extra.	<input checked="" type="checkbox"/>	All	↓	✖
Q: What is covered by warranty A: There are several options to be selected - we provide 1-year parts and labor as well as 2-year full warranty.	<input checked="" type="checkbox"/>	All	↑	✖

Add New Question

If a category is not active, all its questions are not active as well.

To delete a category press *Delete Category* button under its title.

Global F.A.Q. Add New Category

Category Title: General Questions move down ☒ Active Visibility: All

Delete Category

Question/Answer	Active	Visibility	Reorder	Remove
Q: Which types of computers do you sell? A: We sell Apple and Toshiba laptops.	<input checked="" type="checkbox"/>	All	↓	✖
Q: To you provide smartphones as well? A: At this time we do not.	<input checked="" type="checkbox"/>	All	↑	✖

Add New Question

To delete a question press *Remove* icon:

Global F.A.Q. + Add New Category

Category Title:  move down ☒ Active Visibility:

Delete Category

Question/Answer	Active	Visibility	Reorder	Remove
Q: Which types of computers do you sell? A: We sell Apple and Toshiba laptops.	<input checked="" type="checkbox"/>	<input type="text" value="All"/>	↓	<span style="color: red;">✖</span>
Q: To you provide smartphones as well? A: At this time we do not.	<input checked="" type="checkbox"/>	<input type="text" value="All"/>	↑	<span style="color: red;">✖</span>

+ Add New Question

You can change the *visibility* of both questions and categories. To do it select the visibility you need of the question or the category - All, Visitors or Customers.

After any changes made save them by pressing *Save Settings* button.

### 3.3. Product F.A.Q.

You can create an individual set of F.A.Q. for each product separately. To do it open a product in admin area. You will see a new tab - F.A.Q.

Choose Store View:

**Product Information**

- General
- Prices
- Meta Information
- Images
- Descriptions
- Design
- Gift Options
- Inventory
- Websites
- Categories
- Related Products
- Up-sells
- Cross-sells
- Product Reviews
- Product Tags
- F.A.Q.
- Custom F.A.Q. for Product

**My Computer (Computer)** Back Reset Delete Duplicate Save Save and Continue Edit

**General** + Create New Attribute

Name \*  [STORE VIEW]

SKU \*  [GLOBAL]

Weight \*  [GLOBAL]

Status \*  [WEBSITE]

Tax Class \*  [STORE VIEW]

URL Key  [GLOBAL]  
☒ Create Permanent Redirect for old URL

Visibility \*  [STORE VIEW]

Set Product as New from Date  [GLOBAL]

Set Product as New to Date  [GLOBAL]

Country of Manufacture  [WEBSITE]

Product F.A.Q. is similar to Global F.A.Q. - there are two areas. *Settings area* allows to add intro text to the F.A.Q., select if the categories and questions should be expanded by default or not.



*Product F.A.Q. area* is to add categories and questions. Please see [Create Categories](#) (3.2.1.), [Create Questions](#) (3.2.2.) and [Manage Categories and Questions](#) (3.2.3.) chapters as the functionality is the same.

### 3.3.1. Display F.A.Q. on Products' Pages

To display F.A.Q. on the product pages open the file  
 /app/design/frontend/{your\_package}/{your\_theme}/template/catalog/product/view.phtml  
 and find

```
<?php echo $this->getChildHtml('product_additional_data') ?>
```

Insert the following line after:

```
<?php echo $this->getChildHtml('itoris_faq') ?>
```

### 3.3.2. Insert F.A.Q. in Tabs on Product Pages

There is ability to insert product F.A.Q. in one of the tabs if you use [Product Tabs Slider](#) module as well. To insert FF.A.Q. block please use the alias `itoris_faq`