

E-Learning Help

Trouble Viewing E-Learning or Video Content?

Using a mobile device? [Jump to our mobile device section here](#)

Cisco Learning Network's e-learning and video content are both covered in this brief document. Here are some guidelines and tips to help you differentiate between the two types of content.

Video Content

- Video content is typically presented in a darkened box with a "play triangle/button" in the center.
- Pressing the "play triangle/button" will begin playing the video content.
- Depending on the speed of your internet connection, there may be a short delay before your video content begins to play.
- If you move your mouse pointer over the darkened box while video content is playing, you'll be given some options to control the playback (pause, full screen, etc.).
- If there is heavy traffic on your network during playback, you may experience occasional buffering of the video content.



E-Learning Content

- e-learning content on Cisco Learning Network may consist of multiple sections.
- e-learning content may be presented with a Table of Contents on the left-hand side of the screen.
- You can select modules/lessons and navigate through the e-learning content.
- e-learning content sometimes consists of slides and audio presentations.
- e-learning content may also incorporate elements of embedded video and other forms of media.
- e-learning content may take longer to



load than video content.

From a Desktop Device

Which Browsers Are Supported for Cisco Learning Network E-Learning Content?

Content on Cisco Learning Network has been tested on the following browsers:

PC	MAC
Internet Explorer 8	Firefox v16
Internet Explorer 9	Firefox v17
Internet Explorer 10	Firefox v22
Firefox v16	Chrome v27
Firefox v17	Safari v4
Firefox v22	Safari v5
Chrome v22	Safari v6
Chrome v27	
Opera v12	

We recommend you use the latest version of your chosen browser listed here.

What If the E-Learning Content or Video Content Does Not Play?

Here are a few things to try:

1. Test a browser different than the one you are currently using (e.g., Internet Explorer, Firefox, Safari, or Opera). We recommend you try using the latest version of your chosen browser.
2. Log out and then log back in to the Cisco Learning Network.
3. Make sure you are logged into the Cisco Learning Network. e-learning and video content are only available to logged in users.
4. Empty the cache and history with your current browser.
5. Restart your computer.
6. Try accessing the e-learning or video content from a different network/location.
7. Ensure that the page has fully loaded before trying to view your content
8. Download and install the latest version of Flash Player.
9. If possible, use a minimum screen resolution of 1280 x 800.

What Can I Do If the E-Learning or Video Content Stutters?

It may be that your internet connection has slowed. We suggest you start the playback, hit the pause button, and wait a few minutes for the content to buffer.

If possible, try connecting to a different network and see if the issue persists. If you are connected to a wireless network, try connecting to a wired network instead.

If the issue persists, please open a support case at <https://learningnetwork.cisco.com/community/help>. You can also contact the community managers in our forums for assistance.

From a Mobile Device

What devices can I view mobile content on?

Currently we support mobile content on the iPad and iPhone.

What E-Learning and Video Content is available on My iPad or iPhone?

Much of the e-learning and video content is available on your iPad or iPhone. To check whether the desired content is available for your device, look for the “Watch on Mobile Devices” link below the content.

 [Watch on Mobile Device](#) 

Identify Network Devices in a Topology
Lesson starts out with Keith leading a class

To view the content, simply select the link and you will be taken to your content. Please note that not all content is currently available for your iPad or iPhone. We are constantly releasing new content so be sure to check back regularly to see if the content you desire becomes available. You can also request content using the “Request New Content” link in the “Need Help?” box on the Cisco Learning Network Premium home page at <https://learningnetwork.cisco.com/groups/premium>.

I Selected the “Watch on Mobile Devices” Link on my device but the Content Still Does Not Play

Please try the following:

1. Log out of Cisco Learning Network.
2. Restart your device.
3. Navigate back to the Cisco Learning Network.
4. Log in to your Cisco Learning Network account and try to launch the content once more.

The Mobile Content Still Will Not Launch on my iPad or iPhone

If the issue persists, please open a support case at <https://learningnetwork.cisco.com/community/help>. You can also contact the community managers in our forums for assistance.

Can I Download the E-Learning and Videos Content?

Currently, we are not providing downloads for the e-learning and video content.