

# FME EXTENSIONS



## FAQ + Product Questions



### Installation Guide - Version 2.0

[Http://www.fmeextensions.com](http://www.fmeextensions.com)

[support@fmeextensions.com](mailto:support@fmeextensions.com) | <http://support.fmeextensions.com>

Prepared by: Zeeshan		Version - 2.0	FME Extensions
Date: 2-Jun-12			FAQ + Product Questions

## FAQ + Product Questions Installation Guide

If you need any assistance in installation please touch base with us on our site or through email. We provide installation services as well if needed. Just fill out the form and let us know that you require us to Install this module for you.

<http://www.fmeextensions.com/quickrfq/>

## Getting Started!

### Overview

Frequently asked questions significantly reduce customers' enquiries and let them find their answers by themselves. Customers would not have to exhaust their time and themselves by going through the process of mailing you the questions and then waiting for an answer. FME's FAQs + Product Questions extension makes it possible for you to arrange a complete self-service management solution on your website. It allows you to create a compelling FAQ knowledge base according to your needs.

### Features

With FAQs + Product Questions (v2) you have the flexibility of defining which FAQ topic should appear in which order on FAQ main page. On the other hand while creating FAQs you can choose the style and appearance of how they should appear on frontend like for example you can use Accordion style. FAQs can be made as public or private to protect privacy. Another great feature that this version comes with is the option for customers to rate, like or unlike, reply to any FAQ instantly. You can configure email alerts such as whenever any question is posted by the customers or in case admin replies to any question than automatically generated email alerts will be send to admin and customer accordingly. A link "Ask a question" is placed just besides the product by clicking on it will take customers to FAQ section where they can rate any FAQ, reply or post an inquiry very conveniently.

Create unlimited FAQs and display them in a stylish manner by choosing from five elegant themes which comes with this updated version of FAQ + Products questions. These themes along with FAQ search capability, ratings, comments and instant product inquiry add to unique customer friendly browsing experience. These features comprehensively influence the customers about the credibility of your online store. Come along and join the path of success that FME aims to bring you on.

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# Installation

## Step by Step

It is highly recommended to backup your server files and database before installing this module. No responsibility can be taken for any adverse effects it may cause. It is also recommended that you install it on a test server initially to carry out your own testing.

1. Extract the zip file FAQ\_Product\_Questions\_Ext\_2.0.zip to a local folder.
2. Copy the file  
FAQ\_Product\_Questions\_Ext\_2.0/app/etc/modules/FME\_ProdFAQs.xml **TO**  
/app/etc/modules.
3. Copy the full folder  
FAQ\_Product\_Questions\_Ext\_2.0/app/code/local/FME/ProdFAQs **TO**  
/app/code/local/FME.
4. Copy the full folder FAQ\_Product\_Questions\_Ext\_2.0/app/code/local/Varien **TO** /app/code/local.
5. Copy the file  
FAQ\_Product\_Questions\_Ext\_2.0/app/design/adminhtml/default/default/layout/prodFAQs.xml **TO** /app/design/adminhtml/default/default/layout.
6. Copy the file  
FAQ\_Product\_Questions\_Ext\_2.0/app/design/frontend/default/default/layout/prodFAQs.xml **TO**  
/app/design/frontend/default/default/layout/
7. Copy the full folder  
FAQ\_Product\_Questions\_Ext\_2.0/app/design/frontend/default/default/template/prodFAQs **TO** /app/design/frontend/default/default/template.
8. Copy the files  
FAQ\_Product\_Questions\_Ext\_2.0/app/locale/en\_US/FME\_ProdFAQs.csv **TO**  
/app/locale/en\_US/
9. Copy the files  
FAQ\_Product\_Questions\_Ext\_2.0/app/locale/en\_US/template/email/prodFAQs\_client\_notification.html And prodFAQs\_moderator\_notification.html **TO**  
/app/locale/en\_US/template/email
10. Copy the full folder FAQ\_Product\_Questions\_Ext\_2.0/js/prodFAQs **TO** /js
11. Copy the full folder  
FAQ\_Product\_Questions\_Ext\_2.0/skin/frontend/default/default/css/prodFAQs **TO**  
/skin/frontend/default/default/css

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12. Copy the full folder

FAQ\_Product\_Questions\_Ext\_2.0/skin/frontend/default/default/images/  
prodfaqs **TO** /skin/frontend/default/default/images

13. Copy the full folder

FAQ\_Product\_Questions\_Ext\_2.0/skin/adminhtml/default/default/images/  
prodfaqs **TO** /skin/frontend/default/default/images

14. Make sure you have access to these folders/files of modules

15. 14. Delete cache from admin panel or delete that from file system  
/var/cache

16. Logout from the admin panel and login back to see under the FME  
Extensions Menu in top navigation.

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## After Installation

After successful installation login to your store admin panel and go to Catalog > FAQs And Product Questions

**Magento Admin Panel** Global Record Search Logged in as admin | Friday, June 1, 2012 | [Try Magento Go for Free](#) | [Log Out](#)

Dashboard | Sales | Catalog | Mobile | Customers | Promotions | Newsletter | CMS | FME Extensions | Reports | System | Get help

**Latest Message:** Reminder: Change Magento's default callouts before site launch

**FAQ's And Product Questions** Manage Faq Topics Manage Faqs Configuration

**Topics Management** Add New Topic

Page 1 of 1 pages | View 20 per page | Total 3 items | Export to: CSV | Export | Reset Filter | Search

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected | Actions | Submit

ID	Title	Identifier	Show on main page	Order / Position	Status	Action
9	General Questions	general-category	Yes	1	Enabled	<a href="#">Edit</a>
10	Extension Questions	extension-category	Yes	2	Enabled	<a href="#">Edit</a>
11	Theme Questions	themes-category	Yes	3	Enabled	<a href="#">Edit</a>

Please read the user manual for more details on how to use this extension.

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## Disclaimer

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No responsibility will be taken for any adverse effects installation or advice may cause.

**It is recommended you install on a test server initially to carry out your own testing.**

## Support

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If you have any questions or problems, please refer to our support section: <http://support.fmeextensions.com> where you will be able to log a Ticket and support will be provided.

If this does not provide the support you require or you are still struggling with your extension, submit a request via [support@fmeextensions.com](mailto:support@fmeextensions.com)