

knowhow from **Adobe** Labs because you know more than we do

FAQs related to knowhow from Adobe Labs

Q. What is knowhow?

A. knowhow provides single-click contextual access to relevant help information on a particular topic right from within your desktop application: this includes direct access to basic information, such as short descriptive text and available short-cuts, Adobe Help content, and highly relevant online community-generated content. knowhow pulls its community-generated content from a user account on del.icio.us. The knowhow user experience was built entirely in Adobe® Flash®, in a panel that is currently included within Adobe® Illustrator® CS3 (Universal and International English builds only), and also embedded in a browser page for tryout on [Adobe Labs](#).

Q. Who is the audience for knowhow?

A. Anyone interested in new technologies around social searching, and the power of community to lead to better user experiences. Anyone who is interested in providing Adobe with feedback on this technology. Any Illustrator user who is interested in learning more about the product, and is curious to see how the community can help show the way.

Q. Where can I find knowhow in Illustrator CS3?

A. Universal and International English users can find knowhow under the Windows->Adobe Labs menu. When clicking on knowhow for the first time, you will see a dialog with a brief description of the functionality, and be reminded that this is a technology preview. Once you have reviewed this text, and assuming that you are in agreement with the stated terms, please click on the Accept button in the dialog and the knowhow panel will appear.

Q. Why is this functionality only available in the Illustrator CS3 English products?

A. knowhow is a technology preview that is first being tested in the English language versions of Illustrator CS3. One important consideration in deciding this was the sheer amount of Illustrator-focused community content already available in English. Customer response to this new technology will help determine how it might be included in additional languages, and/or additional Adobe® Creative Suite® 3 components.

Q. What if I don't have Illustrator CS3, but want to access the online content that is accessible within the knowhow panel?

A. Users of Adobe Illustrator who do not own Illustrator CS3 can still access the community-generated knowhow content directly via the [knowhow](#) account on del.icio.us, and can suggest

new content links for knowhow. For more information how to set up a del.icio.us account and contribute to knowhow, please visit the [knowmore forum](#).

Q. What are the main features and benefits of knowhow?

A. knowhow provides relevant help information for over 100 Illustrator-related topics—including all tools and panels. All of the currently supported search terms will word complete when you type into the search field. The list of available search terms can be grown over time as we get additional feedback on the functionality. Contextually driven search is currently available for all tools, and this includes access to all of the available tool shortcuts. As you use different shortcut keys while using a tool, the appropriate hint term highlights in context. knowhow makes it easy, and painless to quickly get information about some of Illustrator's functionality, including direct access to Adobe Help. However, perhaps the best part is how knowhow connects you to some of the finest tutorials created by members of the Illustrator community. All of the knowhow related information for the online help content will be stored under the [knowhow account](#) on [del.icio.us](#)

Q. What is del.icio.us?

A. [del.icio.us](#) is a social bookmarking website—the primary use of del.icio.us is to store your bookmarks online, which allows you to access the same bookmarks from any computer and add bookmarks from anywhere, too. On del.icio.us, you can use tags to organize and remember your bookmarks, which is a much more flexible system than folders. You can also use del.icio.us to see the interesting links that your friends and other people bookmark, and share links with them in return. You can even browse and search del.icio.us to discover the cool and useful bookmarks that everyone else has saved—which is made easy with tags.

Q. What is knowhow on del.icio.us?

A. [knowhow](#) on [del.icio.us](#) is the user account that Adobe has created to bookmark relevant community-generated content for use within the knowhow panel, and also as a general online resource on del.icio.us.

Q. How do the community links get populated for knowhow?

A. Adobe will bookmark relevant community-generated content in the knowhow account. Those bookmarks that are tagged with the same searchable terms found within the knowhow panel in Illustrator will automatically populate the knowhow panel when a user searches for content on that given term.

Q. Can I contribute to the community links that are included in knowhow?

A. Yes, absolutely—please do! You will first need to create an account on [del.icio.us](#). Once you have an account, add knowhow to your network. When you now bookmark a new link (under post), you can suggest that this link be considered by knowhow. If you have questions on how to do this, please go to the [knowmore forum](#).

Q. What if I find something wrong in the knowhow content?

A. knowhow is all about the community. Adobe wants to bookmark tutorials that were created by real users like you, as we find that you often do a better job of showing how a product's functionality is really used in day-to-day work, which is what ultimately matters. This does mean that in some cases, some of the links may be down, or some of the tutorials may have erroneous information. Consider the knowhow links a living knowledge base of targeted information that can only get better over time, but especially if the community is engaged in driving better content. If you find a knowhow link that isn't up to the quality you expect, please be sure to comment on the [knowmore forum](#).

Q. Why is Illustrator CS3 the only component of the Creative Suite 3 family of software to include the knowhow panel?

A. knowhow is experimental technology. We believe that this type of feature could be useful across the entire Creative Suite 3 family, but we first wanted to test it with one product. Illustrator was an excellent choice because of its large user community, and the large number of hidden tricks within the software. Please share your thoughts on the [knowmore forum](#). Is knowhow useful? Could it be better? Where would you like to see us take this technology?

Q. Is Adobe now entering the web-hosted application and services space?

A. Like any forward-looking software business, Adobe is looking at new ways to deliver its technologies to the market. Delivering software as a service is gaining industry momentum, especially in segments where customer demand and the ability to deliver a stellar customer experience come hand-in-hand. Today, Adobe delivers a few of its technologies as hosted services and will continue to evaluate a hosted service business model.

Q. What products or technologies does Adobe deliver today as hosted services?

A. Today, Adobe delivers Create PDF Online, Adobe Document Center and Adobe Acrobat® Connect™ as hosted services. Additionally, we've announced a partnership with Photobucket to integrate Adobe web-based video remix and editing technology directly into the Photobucket user experience, giving 35 million Photobucket users direct, free access to world-class digital video editing tools. We also pioneered integrating a hosted stock photography service, Adobe Stock Photos, across our flagship creative products.

