

Bosch Online Training FAQs

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1. What are the system requirements for using Bosch Online training?

- Bosch Security Systems recommends Windows 9x/2000/XP/Vista or Mac OS 9.x or later to launch our online courses.

2. Are there any restrictions regarding web browsers?

- While the courses will launch using Mozilla Firefox and other Internet browsers, for full functionality they are not supported. To fully utilize the functionality of the online courses, you should have **Flash Player 9 or later** and **Microsoft Internet Explorer** installed on your PC or laptop. See question 4 for additional information, if you are using Microsoft Internet Explorer 8.
- To correctly save/print the installation, operation, and programming documents, as well as the certificate, you must have **Adobe Acrobat Reader** installed. You can download Adobe Acrobat Reader and Flash Player 9 at www.adobe.com

- **Important Note: These courses use ActiveX components and JavaScript. It may also require that you ensure <http://www.boschtraining.articulate-online.com.php> is added to your list of Trusted Sites (Internet Explorer).**

3. What if I am having difficulty viewing the course content, opening the assessment or starting the module by clicking on *Start*?

In order to launch the Bosch Online course efficiently:

- 1) Upgrade your Flash Player to the latest version: <http://www.adobe.com/go/getflashplayer>
- 2) Clear your cache. To do this in Internet Explorer, go to: Tools -> Internet Options -> General -> Temporary Internet Files and select Delete Cookies and Delete Files.
- 3) Under the Tools -> Internet Options -> Security tab, click on the Internet, Local intranet, Trusted Sites, and Restricted Sites and select Default for each.
- 4) Under Tools -> Internet Options -> Privacy tab make sure it is set to the Default level.
- 5) Under Tools -> Internet Options -> Advanced click Restore Advanced Settings and click OK.
- 6) In Windows Vista/7, go to: Start > All Programs > Accessories > Run. In Windows XP, go to: Start > Run. Copy/paste the following line of text (depending on the operating system) into the Run dialog box. Click OK and delete the entire contents of the window (folder) that opens.
Windows Vista/7:
"C:\Users\%username%\AppData\Roaming\Macromedia\Flash Player\#SharedObjects"
Windows XP:
"C:\Documents and Settings\%username%\Application Data\Macromedia\Flash Player\#SharedObjects"
- 7) Close all browser windows for the changes to take effect, and then test your content again.
- 8) To correctly save/print the installation, operation, and programming documents, as well as the certificate, you must have **Adobe Acrobat Reader** installed. You can download Adobe Acrobat Reader at: www.adobe.com

Depending upon the browser you are using, follow the steps indicated below to clear the web browser's cache and cookies.

Internet Explorer 8

- a. From the Safety menu in the upper right, click Delete Browsing History
- b. Deselect (i.e., uncheck) Preserve Favorites web site data and select (i.e., check) Temporary Internet files, Cookies, and History
- c. Click Delete

Internet Explorer 7

- a. From the Tools menu in the upper right, select Delete Browsing History
- b. Next to "Temporary Internet Files," click Delete files
- c. To delete your cookies, click Delete Cookies
- d. Click Close and then click OK to exit

To delete the files in the Temporary Internet Files folder, follow these steps:

- a. Close Internet Explorer and quit any instances of Windows Explorer
- b. Click Start, click Control Panel, and then double-click Internet Options
- c. On the General tab, click Delete Files under Temporary Internet Files
- d. In the Delete Files dialog box select the "Delete all offline content" check box and then click OK
- e. Click OK

4. I am using Internet Explorer 8 to launch the course and nothing happens.

Some web sites may not be displayed correctly or work correctly in Microsoft Internet Explorer 8. In order to take online courses using Internet Explorer 8, please use the Compatibility View feature. Follow the steps below to set up this feature.

- a. Open the web site that is not displayed correctly or that does not work correctly in Internet Explorer 8
- b. Click the Compatibility View button that is located directly to the right side of the address bar next to the Refresh button



Or, click on the Tools menu and then click Compatibility View.

Close your browser and launch the online course to see if the problem is now resolved.

5. I'm experiencing difficulties with Flash player. Some files do not display correctly or are skipped when I use the online training.

For help with installing or removing Flash Player or to find solutions to common problems with Flash Player, see the Flash Player Support Center.

<http://www.adobe.com/support/flashplayer>

<http://www.macromedia.com/support/documentation/en/flashplayer/help/index.html>

6. I'm having technical problems using the online training. Who can I call for help?

If you encounter any technical problems that you can not work through on your own, please email our Security and Communications Training Academy:

FPCustomerTrainingWeb@us.bosch.com

If you need technical support for Bosch products, please contact our Technical Support center at 800-289-0096.

7. What assessment score is required to get a certificate for Online Learning?

Students must score 80% or higher on the certification test to earn a passing grade. If you do not pass the first time, you will be allowed to retake the test one more time.

8. What if I am unable to print the certificate after passing the course?

Please verify you have Adobe Acrobat Reader installed prior to taking the test. You can download Adobe Acrobat Reader at: <http://www.adobe.com/>

If you are still experiencing difficulties, please email the details such as course name, your name, and course completion date to: FPCustomerTrainingWeb@us.bosch.com

We will email the certificate to you. Please note: It may take up to 30 days to receive your certificate.

9. When are these courses available?

Since these are online training courses they are available 24 hours a day/7 days a week, making it easy to take these courses at your convenience.

10. Why do I need to register my information?

The registration information allows us to track certification which is required by our internal processes. Please enter the required information (i.e., Name, Company name, Email address, Address, and Phone number)

11. How many CEU credits will I receive for this course?

Not all of the courses have CEU credits associated with them. If there are CEU credits associated with the course, they are listed on our web site's Online Learning page.

12. How many times can I view course content?

You can review the course as many times as you want.