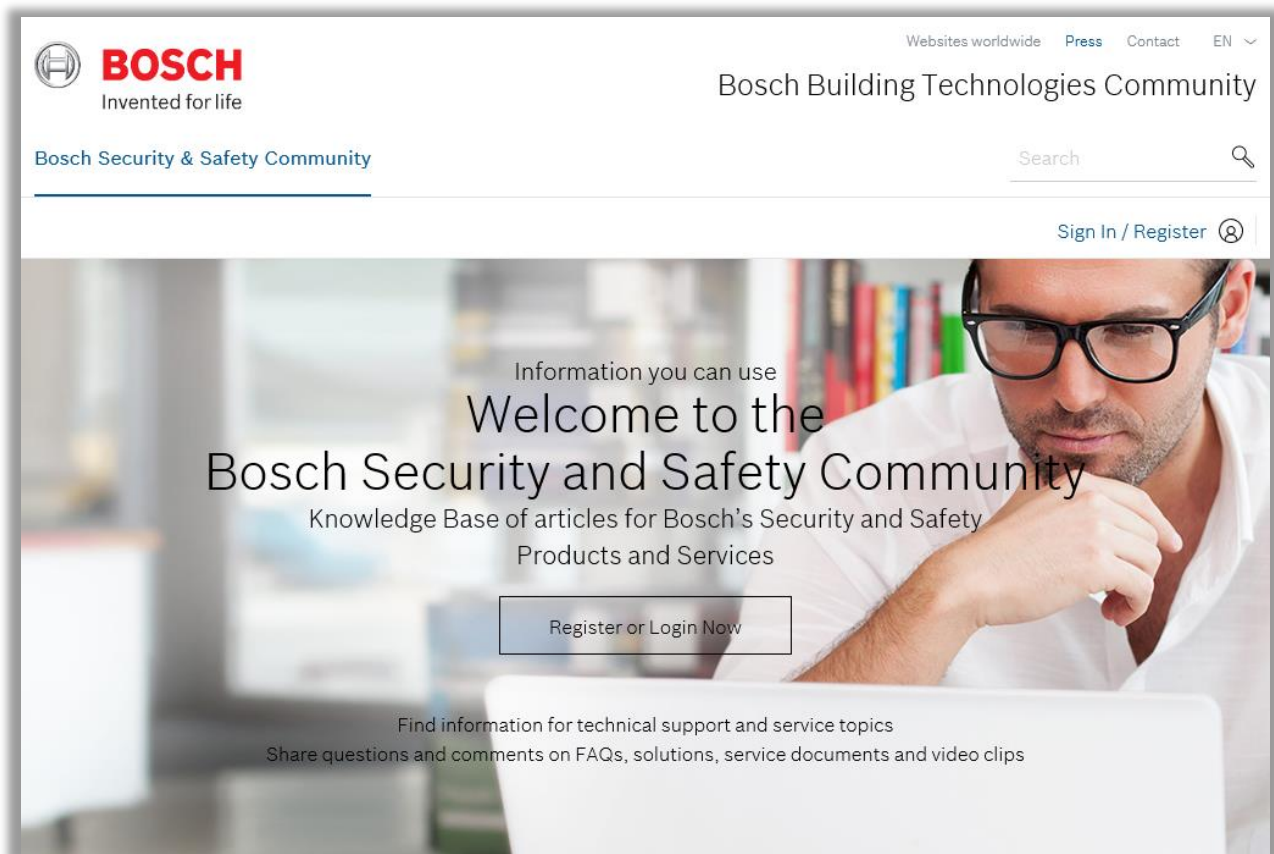


Bosch Security and Safety Community User Guide



This user guide describes the Bosch Security and Safety Community Knowledge Base for technical support and service articles.

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1. Introduction

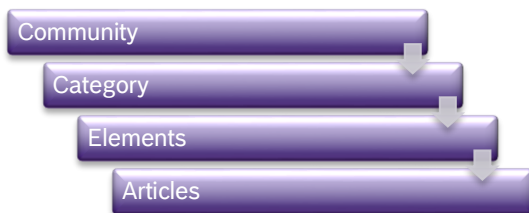
This document describes how to use the Bosch Security and Safety Community Knowledge Base and explain various features of this information tool.

- The community is for technical support content.
The article types are
 - Frequently Asked Questions (FAQ)
 - Solution Article
 - Technical Bulletin (TB)
 - Trouble Shooting Guide (TSG)
- The community is accessible at: <https://community.boschsecurity.com>
- This community content is an extension to the documents provided under the Bosch Security and Safety web pages (<https://boschsecurity.com>).

2. Overview

2.1 Concept

This is a Bosch controlled community with the platform being used by multiple Bosch entities. The concept for the Community Structure is:



Depending on the assigned roles users have access rights to articles in different categories:

- Security and Safety Knowledge (open to public)
- Security and Safety: Basic Technical Knowledge (restricted access)
- Security and Safety: Technical Support Knowledge (restricted access)

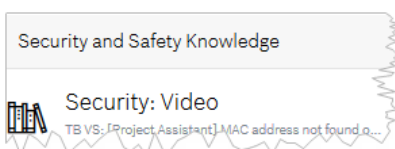
Additionally, various features and functions are available, enabling the user to:

- Search for articles and comments
- Share articles
- Subscribe to articles and categories
- Bookmark articles
- Print articles
- Download attachments
- Comment on articles (only registered community members)
- Rate articles (only registered community members)
- Send and receive private messages (only registered community members)

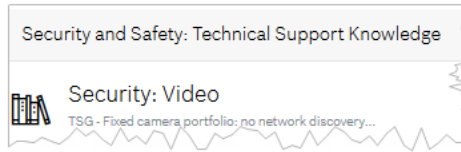
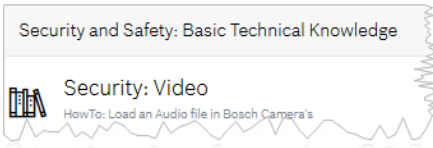
2.2 Structure and Content

The Bosch Security and Safety **Community** Knowledge Base has one public and several restricted **categories**:

Public category:



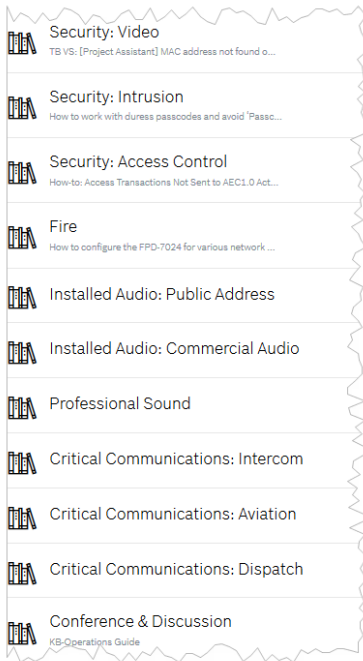
Categories with restricted access:



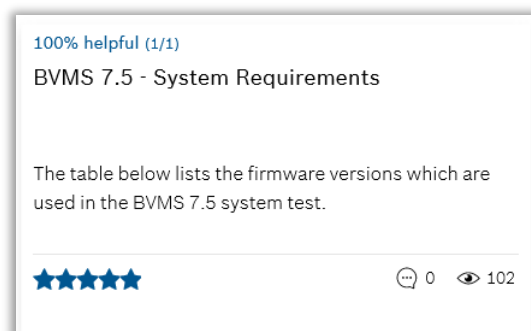
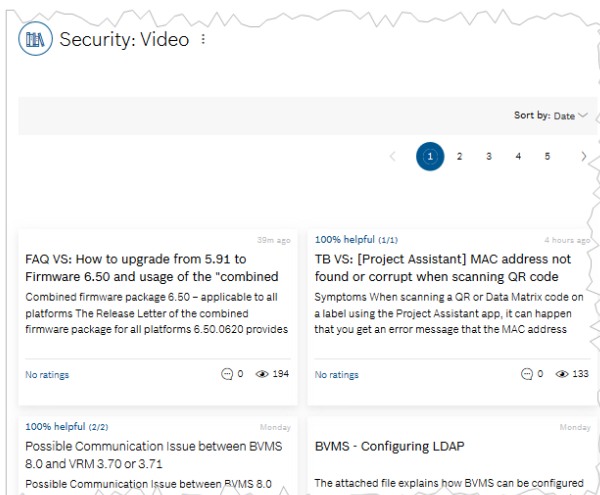
Each category has a specific purpose:

Category	Description
Security and Safety Knowledge	Public information on products and services
Security and Safety: Basic Technical Knowledge	Internal information on products and services
Security and Safety: Technical Support Knowledge	Internal information on products and services for technical support (L2/L3) only.

Within each category are eleven individual **elements**. The elements are related to product groups.



Within an element are several **articles**:



3. Knowledge Base

3.1 What is a Knowledge Base?

A Knowledge Base (Sometimes also called a tribal knowledge base) is a collection of articles that captures and organizes helpful community information. Knowledge Bases are great community resources for several reasons:

- You can search for Knowledge Base articles or use special navigation links that let you browse through the community's Knowledge Bases.
- After you find an article, you can add your comments and maybe even edit the article (if you have the right permission). If the article's publisher incorporates your comment into a later version of the article, you will get credit as a contributor.
- Articles can contain some of the same rich media as other posts, including images and attachments.
- Each article contains lists of contributors and related links.

Contributors could be community members whose posts or comments are used in the article, authors who put the article together, or editors who reviewed or refined it. Related links take you to posts that were used in the article or other posts that the authors thought you might find helpful or interesting, including forum messages, blog articles, and ideas.

3.2 How can I view a knowledge base?

You can view a knowledge base article in a number of ways.

To go to the Knowledge Base, find the book icon next to the knowledge base title on the community page. Then, you can browse the list of articles and choose one to read.

To search for a knowledge base article, enter a search keyword and choose Knowledge Base in the list to the left of the Search button. Then, you can use search results filters to zero in on the article you want.

To go to an article related to a post, click the Knowledge Base links at the top of the article. You might find links to articles based on the post, links to articles related to the post, or both.

3.3 How can I contribute to a knowledge base?

You can contribute to knowledge bases by:

- Commenting on published articles. Every time you contribute to an article (by adding more information, providing clarification, or just helping to keep published articles up to date), you receive credit for your contributions.
- Reviewing or editing the articles (if you have the right permission)
- Providing feedback via rating (helpfulness or 5-star rating)

4. Registering

4.1 Do I have to register?

In order to read public articles and download attachments it is not necessary to register.

5. Community Basics

5.1 How do communities work?

Communities provide a place for members or participants to search for information, read and post about topics of interest, and learn from each other. Depending on how the community is set up, you will find:

- boards where you can post questions and answers
- blogs where you can read and comment on articles
- idea exchanges where you can suggest ways to improve products and vote for ideas that other community members have posted
- and more...

Guests (unregistered visitors) can browse or search the community for information. Members (registered users) can post messages or comments, track discussions, and get email notifications on posting activity and other community actions.

5.2 What is my role and responsibility in the community?

You are essential to the community, even if all you ever do is read messages or articles that someone else has posted. Communities offer all kinds of contributions: posting questions and sharing answers, leaving comments on blog articles or ideas, voting for ideas you like, or just searching for answers to your questions.

We encourage you to visit often our community and participate actively. Do not be afraid adding your comments. Chances are high that someone has a solution or can point you in the right direction. If you find a solution that works, let others know and pass on your own tips and insights. You might have the answer someone else needs. Remember to thank community members who have helped you. Show your appreciation by giving likes to helpful posts, accepting a solution that answers your question, or posting thank-you replies.

We want the community to be appropriate, friendly, informative, and fun for everyone.


Be sure to read the Community Terms of Service and the community's Rules and Guidelines so that you know what to expect and what is expected of you when you are here.

6. Bookmarks, Subscriptions, and RSS

6.1 How do I use Bookmarks?

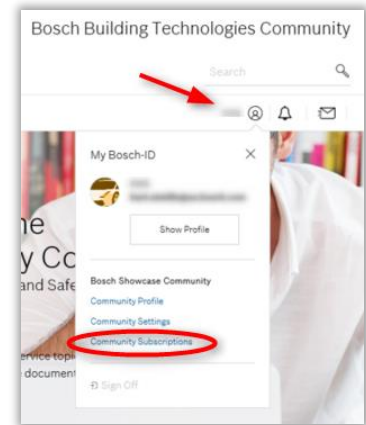
Bookmarks enable you to list community content (boards, articles, ideas, topics, or individual posts) on a special page so you can easily find it again. Note that bookmarks are viewable in the Knowledge Base only.

To bookmark a post:

1. Go to the item (blog post) you want to bookmark.
2. To bookmark a specific post, go to the post and choose **(Post) Options**  > **Bookmark**.

To view and manage your bookmarks:

1. Go to **Community Subscriptions**.
2. Click **My Bookmarks**.
You can click a bookmark to go to the item.
3. To delete a bookmark, click the check box for the bookmark and click **Bookmark Options > Delete Selected Bookmarks**.



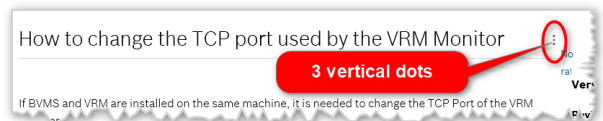
6.2 How do I use RSS?

RSS stands for "Really Simple Syndication." It is a way for you to get the latest content from this community, along with many other sites that you visit, all in one place. With an RSS feed reader, you subscribe to web sites, and those sites feed you newest content so you can stay up to date. RSS also provides an active push message to your email account.

To use RSS, you need a feed reader, such as Google Reader, MyYahoo, Outlook, or the Live Bookmarks feature of Firefox. There are many free options. After you have your feed reader set up, you can find RSS feeds in the community by going to a board, blog, thread, or message and selecting **Subscribe to RSS Feed** from the options menu. There you will see a preview of the feed. Most RSS readers give you a button to click at this point. After you click it, the RSS feed appears in your reader as well as new content from that section of the community whenever it becomes available.

How to link your Firefox to an RSS-Feed:

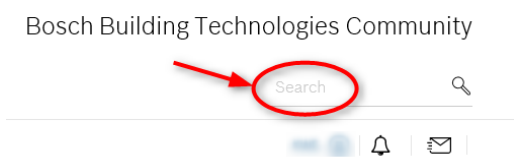
Go to your desired article, click on it and choose the three dots in the article header line. Click on the three dots and click "Subscribe to RSS-Feed". A new tab will open in your Firefox. Push "Subscribe now" and the article is connected via RSS-Feed to your Firefox.



7. Searching (Finding the Information You Want)

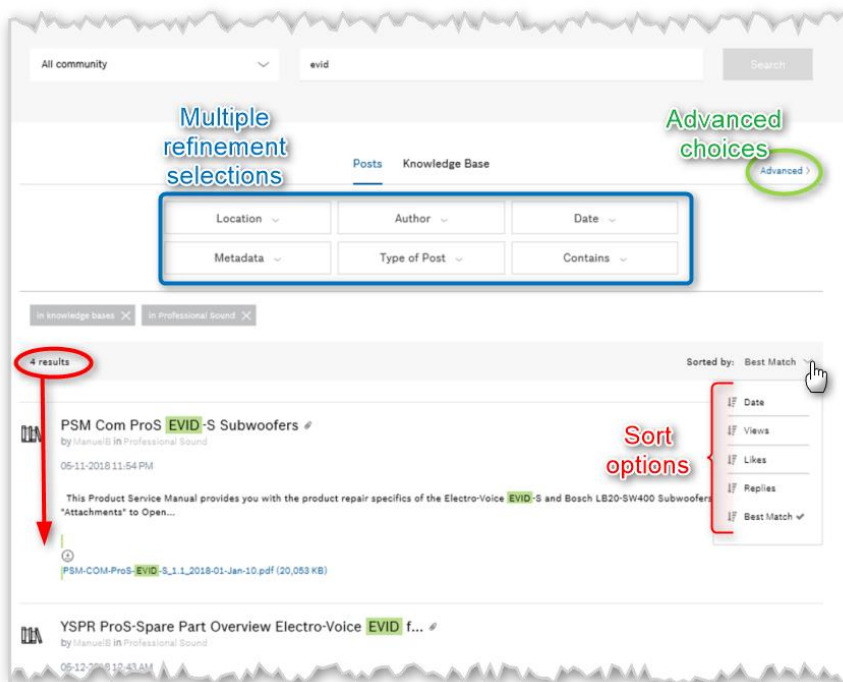
7.1 How do I search for Information?

To search the Community, enter your search in the search field and click Search. There are two areas to begin a search. One is at the top of page and the other is in the middle of the page (see images below). A page of search results is displayed. Browse the search results in the same manner you would a message board.



To perform a more in-depth search, click the **Advanced** link next to the Search button. Here, you can limit your query to a specific board, specific parts of the message (subject vs. body), and other advanced parameters.

- Searches can be filtered on the type of post (blue)
- Searches can be sorted by 'best match', date, 'views', 'likes', and 'replies'. (red)
- The "Advanced" search allows for modifiers such as the use of quotes for exact phrase, plus or minus signs for including or excluding certain words. (green)

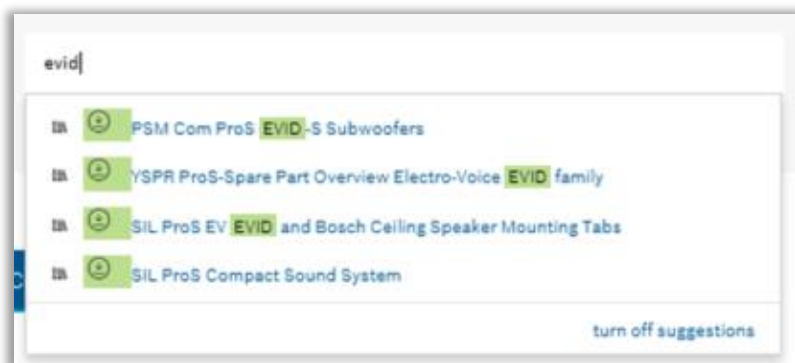


7.2 How does auto-suggest work?

Auto-suggest accelerates your search by displaying results as you type search terms. When you see the post or user you are looking for, just click it.

To turn auto-suggest off, click **Turn off suggestions** in the auto-suggest list.

To turn auto-suggest on, click **Turn on suggestions** below the search entry area.



A green highlighted symbol indicates the word is found in the attachment, a green highlighted word is in the headline. If there is no highlight, the word is in body (summary).

7.3 How do I filter search results?

You can refine your search using one or more filters (location, author, date).

If you want to limit your search results to accepted solutions, click the Solved check box under the Metadata filter. If you want only the most recent results, Use one for the date filters to see results for a day or a week ago. You can also filter your results by individual authors or members who have the same rank.

Most search filters work together to narrow the possible results. For example, you can search for accepted solutions in the last month. However, the filters for the type of post work a little differently. If you choose Forums and Blogs, you see results from either forums or blogs (not results that are both forum and blog posts).

Active filters appear at the top of the results list. To turn off a filter, click the X to the right of the filter.

7.4 How can I customize search results?

You can customize your search results to make them more meaningful in several ways:

- Use the interactive filters on the top of the page to refine the search results based on a variety of criteria: location, author, date, and others.
- See which filters are active at the top of the results list.
- Turn an active filter off by clicking the X button to the right of the filter.

7.5 Searching by using Boolean Operators

Additionally it is also possible to use the Boolean Operators. With a Boolean Operator you can combine or exclude search terms. Lithium provides the basic Operators “or”, “and” and “not”.

AND	AND combines search term so that the search result contains all of the terms. For example: "Divar 6000" AND "Divar 7000" This given statement combines both keywords, Divar 6000 and Divar 7000. You can also use "&&" or "+" instead of "AND"
OR	OR combines terms, so that the result at least contains one of the terms you search for. For example: "Divar 6000" OR "Divar 7000" This given statement finds results that contain either Divar 6000 or Divar 7000. You can also use " " instead of "OR"
NOT	NOT excludes search terms, which means that the first article you type in will not contain the second Article that means the first term does not contain the terms that follow it. For example: "Divar 6000" NOT "PSM" This given statement finds only the articles which contains only the first keyword (Divar 6000) Alternatively you can use "!" or "-" instead of "NOT"

Note:

When you executing a search with both Operators AND and OR, AND takes precedence over OR, which means that the AND Operator is ranked higher compared to OR.

7.6 Searching by using Wildcards

Normally most common servers support two wildcard characters: * and ?

*	The * matches zero or more non space characters For example: to search for Divar 2000, Divar 6000 or Divar 7000 you can use Divar*
?	The '?' matches exactly one non space character For example: to search for "text" or "test" you can use "te?t"

Rules for Wildcards:

You can use more than one wildcard in a single term to search or combine a few wildcards used in combination.

Example: di*?? will match words starting with di with three or more characters

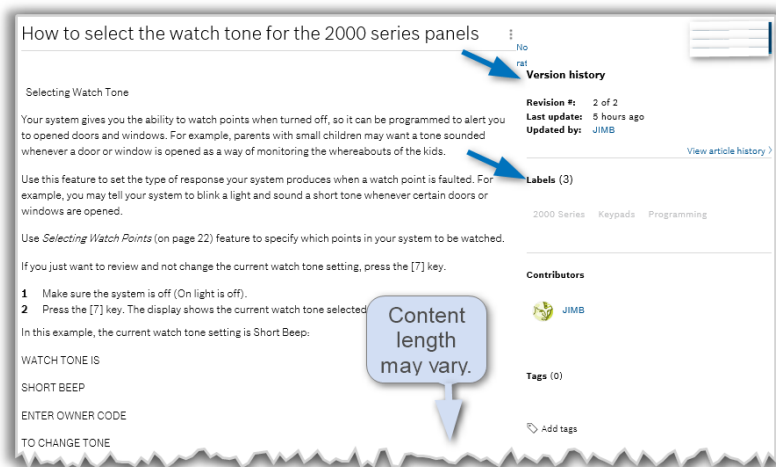
7.7 Understanding What You Find (Search Results)

The way information is displayed is slightly different depending upon the category. Traditionally, the information posted by the Technical Support teams are show in the main body are (summary) of the article. There are cases where an attachment may exist. The articles posted by the Service Engineering group (service Projects Leaders) always have an attachment and the main body of the article is a summary.

In either case, there are similarities in the results shown. Sample results are shown below.

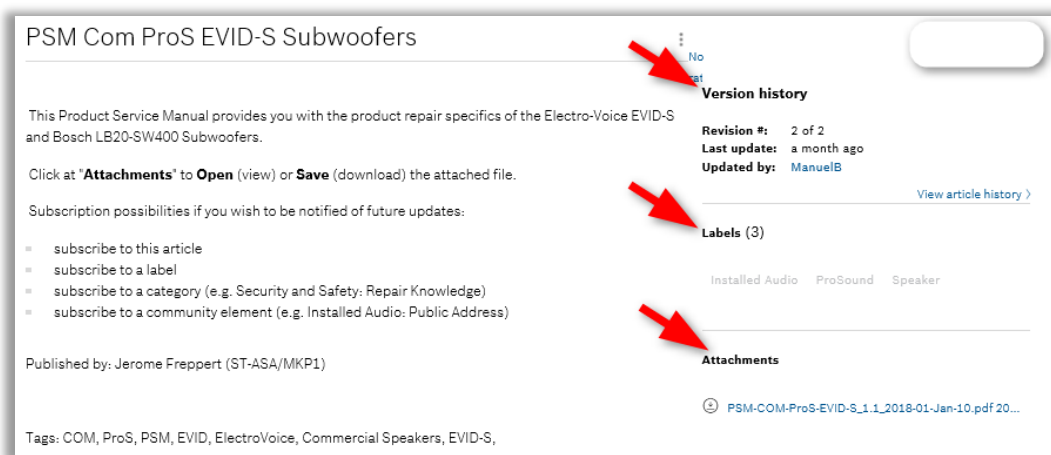
The public Knowledge Base:

- Core information is primarily in the summary.
 - A version history provides detail on who and when.
 - Labels applied by the author to help group the posts.
 - The article length may vary considerably.
 - Some article may have attachments.



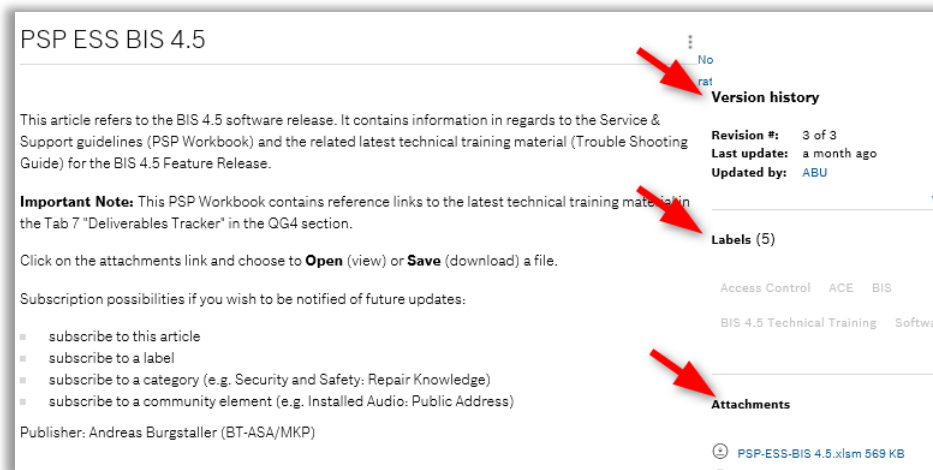
The Knowledge Base:

- Overview is within the summary, the core information are in attachments.
 - A version history provides detail on who and when.
 - Labels applied by the author to help group the posts.
 - Attachments are easy to find.
 - PSMs, SBs, SILs, YSPRs



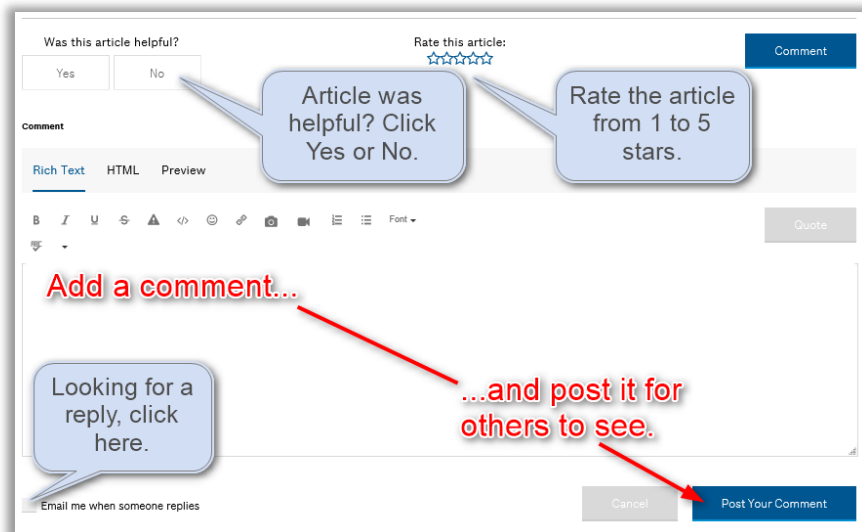
The management Knowledge Base:

- Overview is within the summary, the core information are in attachments.
 - A version history provides detail on who and when.
 - Labels applied by the author to help group the posts.
 - Attachments are easy to find.



Feedback opportunities are available in any Knowledge Base:

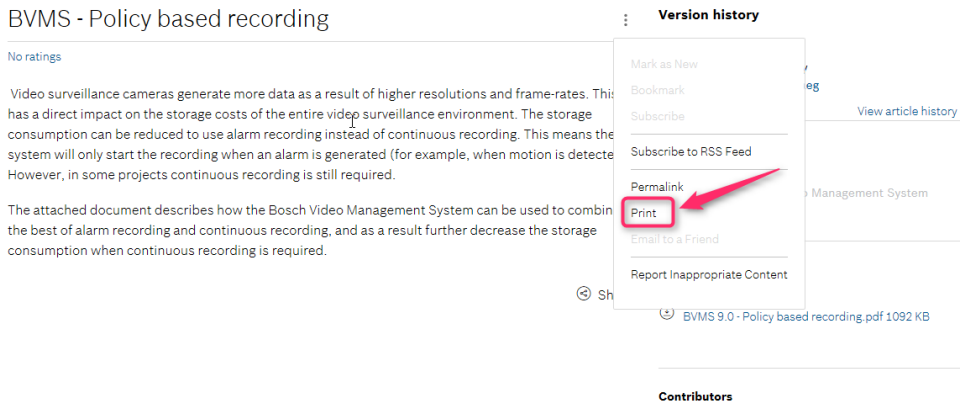
- Feedback structure has been improved:
 - Was the article helpful – yes or no?
 - Rate the article – 1 to 5 stars
 - Post a comment.
 - Option to get a reply.



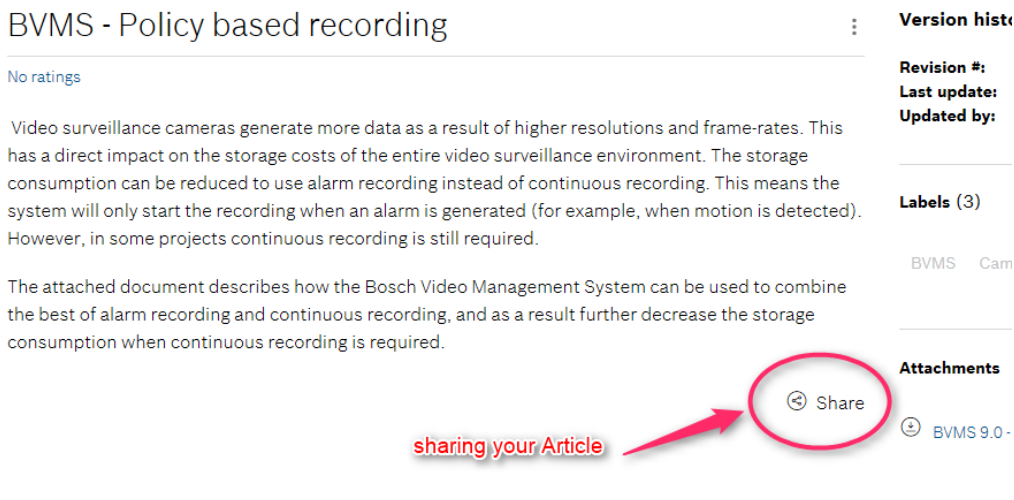
8. Print and share Articles

8.1 Print an Articles

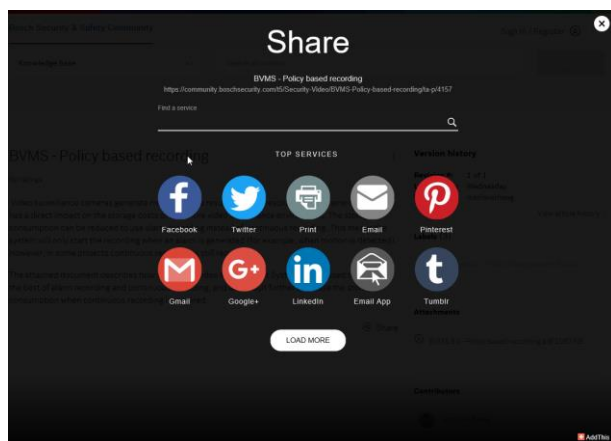
To print an Article, you have to click on the three dots besides the article, and choose the option “Print”



8.2 Share an Article



After you pushed the “Share Button” you will be led to the platforms where you can share your article.



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