

Operating Systems

Tellabs' Web-based training modules were designed to work in a Window environment. Preferred OS are Window XP, Vista, and Window 7.

Tellabs' Web-based training modules are NOT compatible with MACs. If you have a MAC, you will need to remotely connect to a Window based machine. Please contact your internal IT department for assistance.

Compatible Internet Browsers

Tellabs' Web-based training modules are compatible with the following browsers:

- Internet Explorer 6.0 or higher - Note: JavaScript must be enabled
- Mozilla Firefox
- Google Chrome

System Requirements

The online modules require **Java** and **Flash** to properly display the pages and interactions. You also need to temporarily **disable all your pop-up blockers**.

Java Settings

If you are launching a Web-based course and TLC is launching a blank window, this may indicate a Java setting issue with your computer. The problem can be caused by:

- [Applet too slow to download](#)
- [No Java downloaded on your PC](#)
- [The Java on your PC is not the most recent](#)
- [Multiple version of JAVA installed on your PC are conflicting](#)

Please note that if you have Window 7 64-bit computer, you may need both versions of Java in order for the courses to launch.

Windows

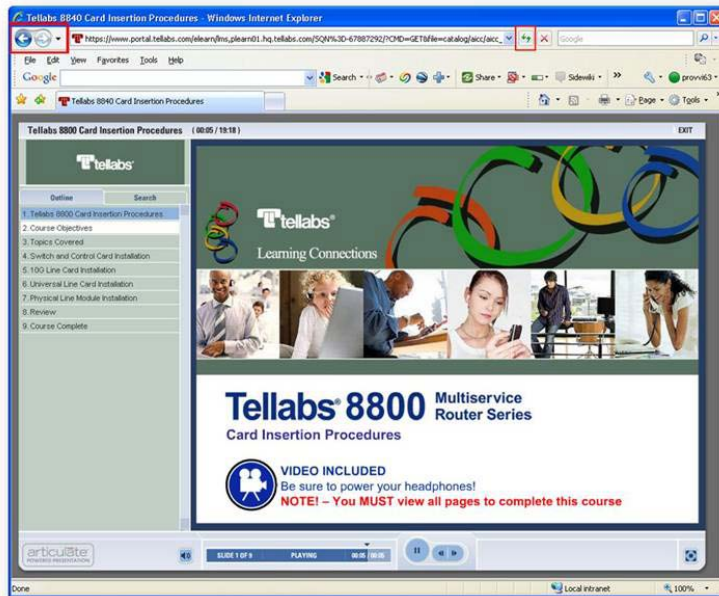
[Windows 7, XP Offline \(32-bit\)](#) file size: 16.0 MB

[Windows 7, XP Offline \(64-bit\)](#) file size: 16.1 MB

>> If you use 32-bit and 64-bit browsers interchangeably, you will need to install both 32-bit and 64-bit Java in order to have the Java plug-in for both browsers.

Option 1 – Applet too slow to download:

On your browser window, when you launch the course....hit **refresh** a couple of times...or use the “back” and “forward” buttons on your browser and try to see if that loads the applet and the course.

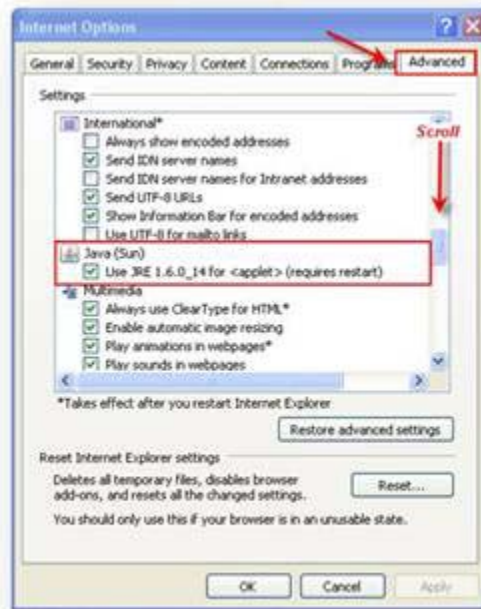


Option 2 – No Java downloaded on your PC:

Please check if you have Java installed on your PC by going to **Start Menu → Control Panel** and click on **Add remove programs**. In the list of programs, find if **Java is listed**. If there is no Java installed, please follow the instructions below to install it:

- Go to <http://java.com/en/>
- Click on the Downloads link (Choose "typical installation")
- In your Internet Explorer window, go to **Tools->Option**. Click on the **Advanced tab**
- In the Internet Options window, make sure that the "USE JRE 1.6.0_14 <applet>" is checked.
- This checkbox appears under the "Java (SUN)" heading.
- Click **OK** (apply changes).
- Exit all instances of Internet Explorer and try running the course again.

Here is how your setting should look. Check your settings by going to the **IE Tools → Internet Options**, click on the **Advanced Tab**:



Option 3 – The Java on your PC is not the most recent version

Follow the instructions below to install the latest version:

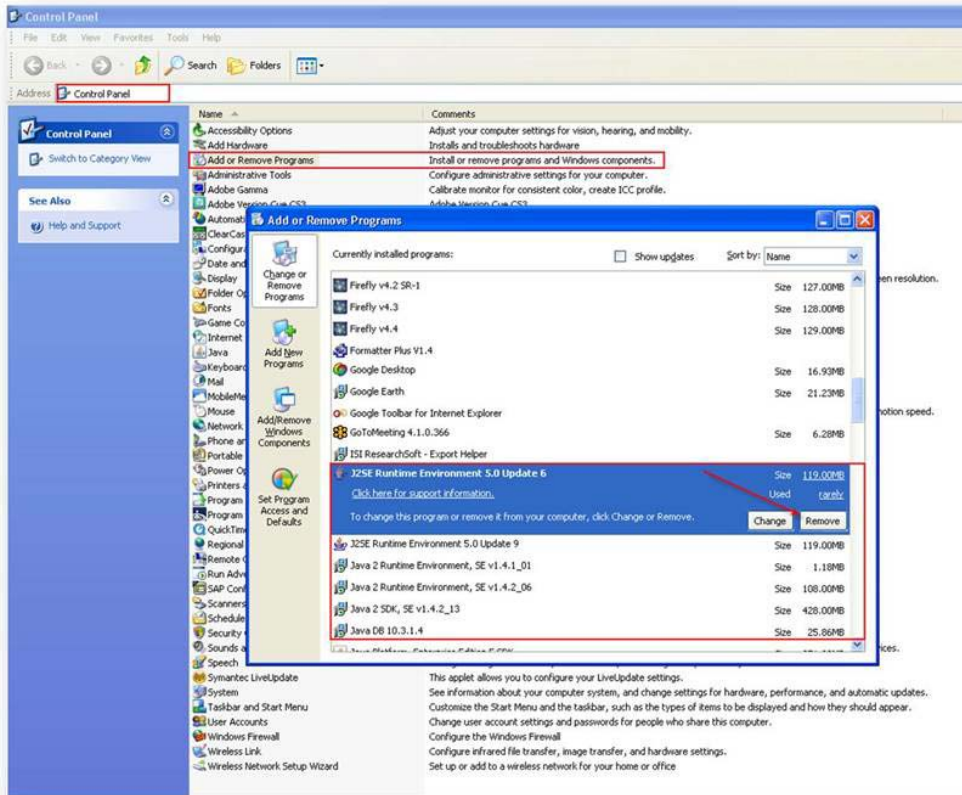
- Go to <http://java.com/en/>
- Click on the Downloads link (Choose "typical installation")
- In your Internet Explorer window, go to **Tools->Option**. Click on the **Advanced tab**
- In the Internet Options window, make sure that the "USE JRE 1.6.0_14 <applet>" is checked.
- This checkbox appears under the "Java (SUN)" heading.
- Click **OK** (apply changes).
- Exit all instances of Internet Explorer and try running the course again.

Option 4 – Multiple version of JAVA installed on your PC

If updating Java does not work and if you have multiple instances, you may have to remove the java updates. To do this, please check if you have duplicate java update installations by following the steps below:

- Go to **Start Menu -> Control Panel** and click on **Add Remove Programs**. (view screenshot below)
- In the list of programs, check to see if you have multiple listings of java installed. Sometimes if you have more than one updates installed, it will not function properly.
- Remove any duplicate java installations, leaving the most recent one...and try to launch the course again.

Online Training System Requirements



If this does not work, please remove all Java and re-install the latest version following the steps in [Option 3](#) above.