



PADI® *Open Water Diver Touch™* FAQs

General Product and System Related Questions

What devices support the PADI *Open Water Diver Touch*?

The product is designed to work on specific iPads. It is not compatible with other devices.

What are the system requirements for PADI *Open Water Diver Touch* app on the iPad?

The app is compatible with all iPad 2s and higher (iPad 2, the New iPad aka iPad 3, the New iPad with Lightning Connector aka iPad 4, iPad Air, iPad Mini and iPad Mini with Retina Display) running iOS 6.0 or higher.

For the best possible experience, an iPad with iOS 7.0 or higher is recommended.

For best download experience we recommend a minimum download speed of 3.0 Mbps with little to no competing activity. Although you can download the product with less Mbps it will take substantially longer. For example a 1GB movie downloaded with 1.5 Mbps averages about 1 hour 30 minutes to download with no other devices competing for bandwidth. This product is approximately 1.4 GB which means it would take substantially longer not considering any competing devices.

PADI suggests using free speed testing apps or internet sites to test your speed before attempting to download. Suggestions for PC include: speedtest.net or for Apple devices, a mobile app called speedtest (by ookla).

How large is the PADI *Open Water Diver Touch* and how long does it take to download?

The product is divided into two files; one (*OW Touch*) is approximately 1.4GB and the other (mRDPML) is approximately 40MB. The minimum bandwidth/speed recommended for downloading without difficulty is a broadband speed of 3 Mbps. Download times vary due to a number of factors but the average range has been 45 minutes to 3 hours for the larger file, and 20 – 30 minutes for the smaller file. The faster the speed the faster the download

Although you may be able to download the product with less bandwidth you may experience interruptions/error messages. Also remember that the advertised broadband speed does not necessarily indicate the speed of your specific location; many other factors come into play such as modem quality, line filter, number and types of services/devices being used in your area, computer configuration and interference from outside sources.

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Support

Who do I call for support?

Contact your PADI [customer service or sales representative](#). If they are unable to answer your question, they will route your question to the appropriate department.

Purchasing

How do I (a PADI Member) purchase the PADI *Open Water Diver Touch* and acquire the unique code?

You purchase the product from your sales rep or the shopping cart. (Product number 60460). This transaction generates one unique code (and the integrated certification processing) for each PADI *Open Water Diver Touch* purchased.

How long does it take for me to receive the product from the time the order is placed?

Once you purchase the product from your sales representative, your PADI Pros' Site Account should be updated in less than 24 hours; however, if you are to place your order and payment before 2:30pm Sydney time then you will receive the order within around 60 minutes.

How long does it take for student divers to receive the product from the time I sell it to them?

Once you assign the product to the student by inserting the student's email address, an email with a link will be instantly generated by PADI and sent to the diver with instructions. You may also print the code out and provide it to the student diver, but the email is preferred because it will provide them with the link as well.

How do I access the code to provide to the student diver?

To access the unique code, you log into the Pros' Site and click the Online Processing Center tab and select the Online Processing Center link. Here you'll see several links including PICs and Touch Registration section. The code is under the Touch Registration link. The Touch Products link has three views: Available, Pending, and Redeemed. When you first purchase the product, your account will show one *Touch* code per product under the Available link. Once you assign an email address and click send, the associated code will move to the Pending link until the student redeems it.

Can children under the age of 13 use the product?

No. Children under the age of 13 cannot be assigned, redeem or use the product for now. The online processing center will restrict PADI members from registering a student diver under the age of 13.

What does the diver do to download and view their *Open Water Diver Touch*?

The steps below explain the download process and time needed:

- a. Once you take the order, the student diver's email address must be assigned to the product within the Online Processing Center.
- b. From the time you assign the code to the student diver's email address, an email with instructions and hypertext link will be generated and sent to the student almost instantly.
- c. The student diver is then required to create a single username and password to access Open Water Diver Touch, ScubaEarth and any other future PADI *Touch* products. This step should take no more than five minutes.
- d. Once the student diver inputs the username and password, the information is processed almost instantly.
- e. The student diver must then download the PADI [Library](#) app from the iTunes store if they have not already done so. This should take no more than ten minutes depending on connectivity speed and comfort with the iTunes store.
- f. Within the PADI *Library* app, student divers will see that they have free access to the introduction section of the *Open Water Diver Touch*. Once student divers enter their usernames and passwords, they will have access to the complete *Open Water Diver Touch* product.
- g. The student diver must then download the PADI *Open Water Diver Touch* product, which is provided in two separate folios. The first folio includes the entire manual and the second folio includes the mRDPML. The file size for the manual folio is approximately 1.4 GB and the mRDPML is approximately 40 MB.
- h. Download time varies with internet connectivity, however it is estimated that the manual folio will take approximately 45 minutes to 3 hours and the mRDPML will take approximately 10-20 minutes.

[Integrated Certification Processing \(AKA PIC\)](#)

How do I process the student once the code has been assigned?

Once the student has redeemed the product the code will transition to the Touch - Redeemed – section. You may then select the desired student and choose the continue processing option to key in the remaining information required for processing.

Can I buy the PADI *Open Water Diver Touch* without the registration component?

No. The registration component is integrated with the product. Your Pros' Site Online Processing Center account will show a reference to a PADI *Open Water Diver Touch* only, not an *Open Water Diver Touch* and PIC online. The student diver email address you assign for the *Open Water Diver Touch* is the same email address that will apply for the processing component.

Can I transfer PICs?

The *Open Water Diver Touch* student diver processing does not use the traditional PIC. The registration process is integrated with the product and creates a digital eRecord of that student diver. The eRecord tracks student divers and can be used as a referral for those completing their course at a different location.

What if I'm still using paper PICs?

PADI has the resources to help you make the conversion to online processing.

[Returns – Reassigning – Resale – Referrals](#)

Can the student diver return the product?

This decision is up to you, the PADI Member who sold the product to the student. One thing to keep in mind is that if the code has been redeemed, you will not be able to receive a refund from PADI.

If I buy the *Open Water Diver Touch*, can it be exchanged it for eLearning?

Provided the product code has not been redeemed, you can return the product and have your account credited. You can apply this credit to purchase eLearning.

Can I resell the *Open Water Diver Touch*? How does reselling work?

No. The *Open Water Diver Touch* is not intended for resale to other PADI Retailers, Resorts or Members.

Can I reassign the code to a different student diver?

The code can be reassigned at any point prior to the original student diver redeeming the product. Once redeemed, processing will be locked to that individual and cannot be used for anyone else.

How do I reassign a code?

To reassign a code you must first confirm the code has not been redeemed by looking in the Redeemed Codes link within the Online Processing Center. If the code is visible in the Pending Codes link you may click on the button that reads Delete. Once you delete the code, it will reset back into the Available link. Once this occurs you will be able to reassign the code.

Is there a time limit on how long I have to reassign a code?

As long as the code has not been redeemed, there is no limit as to how long you have to deactivate and reassign the code.

How will I know if the product/code has been redeemed by the student?

Once the student redeems the product, the Online Processing Center will transfer the code to the Redeemed Code link. All redeemed codes are visible and indicate the associated email address and phone number. Once the code has been redeemed, it may not be returned or reassigned.

How do I refer student divers? Is the process tied to the student?

Yes. The certification process follows the student.

How is the referral process different when using the *Open Water Diver Touch*?

If you are certifying (receiving) a referral student diver who has the *Open Water Diver Touch*, you should navigate to the Pros' Site, Online Processing Center, Touch Registration/Redeemed Codes link and select "Search for student by Touch code or PADI ID." You will find this information on the eRecord the student presents to you.