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**Use this guide to troubleshoot any problems you have before contacting our Technical Support line. In 67% of Technical Support calls, all problems are fixed by cleaning the CD-ROM, and updating the sound and video card drivers.**

## Installation
Ensure you install all components supplied in the installation procedure (especially QuickTime, if applicable). Should you experience errors, disable any programs you may have running in the background (screen savers, antivirus programs, etc.)

## Other problems
Should you experience any other problems, you should first try cleaning the CD-ROM. If this does not solve the problem, you should try obtaining new video and sound card drivers. Contact your computer retailer to obtain new drivers or for advice on updating. Drivers are small pieces of software that operate your hardware; typically, they install themselves automatically. This service is normally free.

If you have tried all the above and your problem is still not solved, contact the Technical Support team in your country (see back of CD case for telephone numbers) or visit our website at **www.dk.com**