

**American Heart Association
Emergency Cardiovascular Care Library (ECCL)
ECCL, Version 1.1**

ATTENTION
THIS DISK IS LICENSE KEY PROTECTED
CALL 888-999-4210
TO OBTAIN YOUR KEY OR FOR INSTALLATION ASSISTANCE

If you have questions pertaining to the content of the Library
Please Call 1-800-AHA-USA1 (1-800-242-8721)

TABLE OF CONTENTS

INTRODUCTION

HOW TO

Install ECCL

Install Microsoft Internet Explorer 4.0

Run ECCL

Obtain Customer Support

MINIMUM REQUIREMENTS FOR OPERATION

THE PROEDUCATION DOCUMENT SERVER

FREQUENTLY ASKED QUESTIONS (FAQ)

INTRODUCTION

Thank you for purchasing the American Heart Association Emergency Cardiovascular Care Library (ECCL) on CD-ROM. This new multimedia format has many advantages over traditional printed material. Color graphics, full book and chapter word search capabilities, and full-motion video are a few. However, this electronic format is more complex than a traditional book printed on paper. To view the electronic books, you will use web browser software (included on this CD). Variations in equipment, speed and software used can cause variations in what you actually see on the screen or in printouts. We have established a customer support line to help you if you have problems; however, we strongly urge you to read the FAQ section and be sure you have eliminated the most obvious causes of difficulty. Having done that, if you are still having a problem, please give us a call and we will do our very best to help you.

Thank you again for purchasing this new American Heart Association product.

HOW TO

Install ECCL

Windows 95

1. Insert the CD into your CD-ROM drive, label side up.
2. Click the Start menu.
3. Select Run.
4. In the Command Line, type D:\SETUP.EXE (if your CD-ROM drive is not D, use the appropriate drive letter, eg, E:\SETUP.EXE).
5. Click OK.
6. The ECCL Setup begins.
7. Follow the on-screen instruction to complete the installation.

Windows NT 4.0

1. You must have administrator rights. If you do not, see your network administrator.
2. Insert the CD into your CD-ROM drive, label side up.
3. Click the Start menu.
4. Select Run.
5. In the Command Line, type D:\SETUP.EXE (if your CD-ROM drive is not D, use the appropriate drive letter, eg, E:\SETUP.EXE).
6. Click OK.
7. The ECCL Setup begins.
8. Follow the on-screen instruction to complete the installation.

Install Microsoft Internet Explorer 4.0

Windows 95

1. Click Start.
2. Select Run.
3. In the Command Line, type D:\MSIE40\IE4SETUP(1).EXE (if your CD-ROM drive is not D, use the appropriate drive letter, eg, E:\MSIE40\IE4SETUP(1).EXE).
4. Click OK.

Windows NT 4.0

1. Click Start.
2. Select Run.
3. In the Command Line, type D:\MSIE40NT\IE4SETUP(1).EXE (if your CD-ROM drive is not D, use the appropriate drive letter, eg, E:\MSIE40NT\IE4SETUP(1).EXE).
4. Click OK.

Run ECCL

1. The ECCL books are locked and keyed to a particular computer system. Therefore, you **MUST** run the ProEducation License Manager at least once on the computer you will use to view the ECCL books. The ECCL books will now be available on the computer you selected and are using.
2. Insert the ECCL CD into your CD-ROM drive, label side up. (The ECCL CD must be inserted into the same CD-ROM drive you used when you first installed the ECCL.)
3. Click the Start menu.
4. Select Programs. (If you have already registered your ECCL books, proceed to step 12.)
5. From the AHA ECCL group, select ProEducation License Manager.
6. The program will display the CD Serial number and the Host ID number of your system.

7. On a touch-tone telephone, call our customer service department at (888) 999-4210 (USA and Canada) or 001-281-821-8283 (elsewhere).
8. When asked, key in your CD Serial number and Host ID number using your touch-tone phone.
9. You will receive a License number that will enable you to unlock the book for your system. Please write it down correctly.
10. Key in the License number into the License number field.
11. Click OK.
12. From the AHA ECCL program group, select the ECCL Book Index.
13. The program begins using your installed web browser.

Obtain Customer Support

BY TELEPHONE: Call (888) 999-4210 any time between the hours of 9:00 AM Eastern Standard Time and 5:00 PM Pacific Standard Time.

INTERNET E-MAIL: E-mail your question to eccl@proeducation.com. Be sure to include your CD serial number in the subject line of your message.

INTERNET URL SITE: Release notes and other late-breaking information can be obtained at <http://aha.proeducation.com/eccl/relnotes.htm>

MINIMUM SYSTEM REQUIREMENTS

- Microsoft Windows 95™ or Windows NT 4.0™
- 80486/33 MHz or better processor
- 8 Mb of RAM or more
- 20 Mb of minimum available disk storage
- TCP/IP stack (used for all Internet connections)
- VESA Standard VGA, 640 x 480 resolution x 256 colors
- Windows-compatible sound card
- Dual speed CD-ROM drive
- A forms-capable web browser such as Microsoft Internet Explorer 4.0 (a fully licensed copy is included FREE on this CD) or Netscape Navigator or Communicator 4.0 or later

THE PROEDUCATION DOCUMENT SERVER

After you have installed ECCL and each time you open a book with your browser, you will be connected to the ProEducation Document Server on your machine. Normally, the P.D.S. (ProEducation Document Server) program automatically starts when you boot or restart your computer. The ProEducation icon on the toolbar indicates that the P.D.S. is loaded and operating.

FREQUENTLY ASKED QUESTIONS

Q. How do I remove the AHA ECCL?

- A. Follow the steps below:
1. Click the Start menu.
 2. Select Settings.
 3. Select Control Panel.
 4. Double-click on the Add/Remove Programs icon.
 5. Click Install/Uninstall tab.
 6. Select AHA ECCL.
 7. Click Add/Remove.
 8. Click Yes to confirm file deletion.
 9. If prompted to remove shared files, click No.

Windows 95 users:

The "Path" environmental variable will be set to point to the installation directory during installation. Leaving this set should cause no problems. However, if you would like to remove it, you will have to edit the c:\autoexec.bat file, and remove the line

SET PATH=C:\PROGRA~1\AMERIC~1\EMERGE~1\bin;%path%.

If you installed the books in a different directory, the line will reflect the different directory.

Windows NT users:

CAUTION: Only experienced users should make modifications to the registry; be extremely careful! If you damage your registry, you may have to re-install your entire system.

The Path environmental variable will be set to point to the installation directory during installation. Leaving this set should cause no problems. However, if you would like to remove it, you will have to have administrator rights. Click the Start menu and select Run. In the Command Line, type **regedit** and click OK.

You will need to remove the ECCL installation path from the Path environmental variable located in the following registry location:

```
HKEY_LOCAL_MACHINE
SYSTEM
  CurrentControlSet
    Control
      Session Manager
        Environment
          Path
```

Remove the C:\PROGRA~1\AMERIC~1\EMERGE~1\bin path. (If you installed the books in a different directory, the line will reflect the different directory.)

Q. When I shut down my Windows system, I get a message that I must close the ProEducation Document Server first. How do I do this?

- A. Simply click on the ProEducation Icon on the toolbar, then click on the X in the top right of the window. Alternatively, select **File** and **Exit**.

Q. Why won't certain book pages load from my web browser?

- A. If you get a message from your web browser that states that "there was no response" or "the server or page could not be found," check to see that the ProEducation Document Server is running. If you see the ProEducation icon on the toolbar, it should be running. Normally, it starts automatically when

you restart your computer. If it is not running, you can manually load it by selecting the AHA ECCL program group, and then selecting the ProEducation Document Server.

Another possible problem may occur if the TCP/IP protocol is not loaded. Please refer to your Windows 95 or Windows NT installation instructions on how to install the TCP/IP protocol.

Note that normally TCP/IP requires either a modem or a network adapter. If you don't have either one, you can manually add a nonexistent network adapter and then add the TCP/IP protocol to it.

Q. I get the following error from my web browser: "Error -- This CD is not licensed for this machine. Please run the license manager program first, then retry."

A. You must run the ProEducation License Manager before you can view any of the ECCL books. Please refer to the section "Run ECCL" in the "HOW TO" section above.

Q. I get the following messages from my browser when I run a book search: "No chapter files specified!" and/or "Criteria not defined!" What can cause this?

A. Older versions of both Netscape and Microsoft browsers are likely the cause. Use version 4.0 or later of either browser.

Q. I am running a compatible browser with a proxy server and I can't get any book pages to load. Can I use a proxy server?

A. No. Since your books reside locally, you do not need to use a proxy server. Please make sure that your web browser is configured to NOT use a proxy server.

Q. My computer is working great and I don't want a new browser. What problems can I expect if I don't use the latest browser?

A. We can't list every possible problem, but some of the more obvious ones are:

Can't open multiple video windows

On certain versions of Netscape, you can only open one video window at a time. For example, in ACLS chapter 1.5, a video window is embedded in the text, so if you try to open another video window simultaneously, you may get an error message. Simply close one page or the other to solve the problem.

Search does not work

Book searching does not operate correctly on Microsoft Explorer 3.0. Also, text containing superscripts or subscripts (eg, H₂O) may be split into two lines.

Q. Everything seems to work except that I don't see any text on the screen when I select a chapter to read.

A. This can be caused if TCP/IP is not installed on your computer. It is installed if you have an Internet connection. You can also check to see if TCP/IP is installed as follows:

Windows 95

1. Click Start.
2. Select Settings.
3. Click on Control Panel.
4. Click on Network.
5. If you see TCP/IP on the screen, it is installed.
6. If you don't see TCP/IP and no network adapter is listed, follow the TCP/IP installation instructions below. If you have a network adapter and IPX/SPX or NetBEUI listed, just add TCP/IP. We suggest you call your network administrator if you are not authorized to install TCP/IP.

Windows 95 to install TCP/IP when you have no modem or network connection. (This will require that you have your Windows 95 installation CD available.)

1. Click Start.
2. Select Settings.
3. Click on Control Panel.
4. Click on Network.
5. Click on Add.
6. Click on Adapter.
7. Select and Click on Microsoft.
8. Select and Click on Dial-Up Adapter.
9. Click on OK.
10. Click on Add.
11. Click on Protocol.
12. Click on Microsoft.
13. Click on TCP/IP.
14. Click on OK.
15. The Network screen will be displayed again.
16. Click on OK to complete the process. (The process may ask for your Windows 95 installation CD.)

Windows NT

1. Click Start.
2. Select Settings.
3. Click on Control Panel.
4. Click on Network.
5. Click on Services.
6. If you see Simple TCP/IP or TCP/IP Services, TCP/IP is installed. If you don't see it, refer to your Windows NT manual and install Simple TCP/IP services.

Q. Something starts my modem and I get the dial-up screen when I first start my computer.

- A. This is caused by the ECCL ProEducation Document Server and is not a problem. Simply select CANCEL in the dialing window and click on it.

Q. How can I get updates to the AHA ECCL books?

- A. If you have an Internet connection, you can obtain electronic updates by either subscribing to the electronic update service or purchasing a one-time update. For further information and to register, type <http://aha.proeducation.com/eccl/>

Q. When I click on a reference number, the reference page that opens does not always display that same number at the top of the page.

- A. Two things contribute to this. First, the number may be so close to the end of the page that it can't be displayed at the top. Second, Microsoft Explorer sometimes fails to move the page to the exact location; Netscape Communicator seems to work all the time. This problem has been reported to Microsoft development. If the exact number isn't displayed, simply move your mouse pointer to the slide bar at the right of the page and scroll to the correct number.

Q. If I click on a chapter twice, very fast, the text displayed sometimes comes up with strange characters or a white background.

- A. When a chapter is first loaded, it is decrypted as it is loaded. Decrypting is a complex process. Successive clicks during the loading process can cause corrupted data to be displayed. This is not permanent or serious; simply select another chapter, allow it to load, and then switch to the chapter you desire; it will now be displayed correctly. As a general practice, after your first click, wait until the words "Done" or "100% complete" appear in the bottom left box of the browser before clicking again.

Q. When I print out a page, it doesn't look like it did on the screen. Sometimes parts of the text disappear.

A. Printouts vary with the computer, printer software, browser, browser settings, and printer type.

Q. What happened to the index in the electronic books?

A. The search functions built into your browser and the ProEducation software replace the index

Q. How do I search for information in the AHA ECCL?

A. Three different search methods are available.

1. To search the World Wide Web: select the Search button at the top of your browser.
2. To search the text you are reading: select the Edit menu item at the top of your browser, then Find (on this page) to search for items on the page you are using.
3. To search for information in a Book; click on Title Page and Table of Contents, and then click on Search Book. Now fill in the word(s) or phrase you wish to find. This is a *string of text* search, so the search will find every occurrence of the string you ask for. If you enter *the*, every occurrence will appear, including words with the string *the* inside the word. If you enter the string *(space)the(space)* then only the word surrounded by spaces will appear. [Note: Do not use quotation marks when entering words in the Search Book text field.]

Q. What is the best way to set up my browser screen display?

A. Browsers have the capability to display text in different font styles and sizes. Changing the IE4.0 default settings can cause the text to display inappropriately. If you notice irregularly shaped paragraphs and line indentations, try adjusting the settings in your browser as follows:

Select the View menu item at the top of your browser, then Fonts. We recommend you use these IE4.0 default settings:

- Character set = Western
- Proportional font = Times
- Fixed-width font = Courier
- Font size = Medium

Q. How can I move (navigate) through the books?

A. To go from one part of a book to another, click on the chapter heading or subheading, or scroll up or down the page using the scroll bar on the right of the page. You can also click on links to illustrations and tables. The books are formatted like the printed version, with a table of contents and numbered chapters; this has now been increased to include numbered sections within chapters. All illustrations, algorithms, tables, performance guidelines, and appendixes are on separate pages that you call up by clicking on a "link" or "hot spot." Illustrations may be displayed on the screen as you continue reading the main text.

Q. How do I play the videos?

A. Video windows are embedded in the text of some books or are executed by clicking on a video icon. To play the video, simply click on the Play arrow in the control bar on the bottom of the video window.

Q. What is a link or hot spot?

A. *Links* or *hot spots* are words or images linked to other locations. Underlined words, such as Chapter 1 in a table of contents, or underlined words such as Figure 5 next to a small graphic icon outlined in yellow, indicate either a *link* or a *hot spot*. Clicking on Chapter 1 brings the Chapter 1 text onto the screen. Clicking on Figure 5 or its icon brings a larger, full-size graphic onto the screen. Graphic images can also contain links to other locations. A yellow line surrounds a graphic that contains one or more hot spots. These links within a graphic image are called *hot spots* and are transparent to the user. A *hot spot* may be something like "Go to page" or "See Table." *Hot spots* can be identified by positioning your mouse pointer over the location; if the cursor changes to an icon of a hand, you are over a hot spot and can click on it to go to the linked location.

Q. Why do the colors change when I click on a link?

A. The colors change to indicate the status of a link.

- CREAM indicates a link that has not been used.
- RED indicates a link currently in use.
- GREEN indicates a link that has already been used. Links can be reused as often as desired.

Q. I see an error message that says a file can't be found. What do I do?

- A. After making sure your CD is inserted in the same drive it was when you first installed the ECCL, just click on the back button on your browser and reselect the desired item. The correct information should now be displayed. This error can be caused by a transfer delay from the CD or by other machine-related delays. The problem is not permanent or serious. A retry or two should get you going again.

Q. How do I re-install the ECCL software?

- A. The preferred method is to first remove the ECCL software as described above in “**How do I remove the AHA ECCL?**”, then make sure that the ProEducation Document Server is not running. You can now safely re-install the ECCL software as described above.

Trademarks

All other trademarks are the property of their respective owners.

ProEducation International, Inc. and the American Heart Association assume no responsibility for errors or omissions in this document.

©1998 American Heart Association. All rights reserved.

©1998 ProEducation International, Inc. All rights reserved.
