



Troubleshooting for An Introduction to Total Training CD Software Training for Creative Minds

For late-breaking information on this CD, take a look at the Read Me on the Total Training web site:
<http://www.totaltraining.tv/2004/ttintro/readme.html>

For further troubleshooting information check out our Tech Support web page at:
http://www.totaltraining.com/2003/main/support/contact_tech_support.asp

Please note: This CD does not include the Adobe Software used in the Training. You must use your own copy of the software when you work along with our presenters.

Trouble launching the Training?

• Macintosh users:

Under Mac OS X, the Launchpad window will not automatically launch when you insert the CD. You'll need to open the CD by double-clicking its icon on the desktop, then double-click the file **TT Intro Launchpad** in the CD window.

• Windows users:

The Launchpad window for the training should open automatically when you insert the CD. If the Launchpad doesn't start automatically, double-click on the My Computer icon on your desktop. Then locate your CD-ROM drive (it should be labelled **TTINTRO**) and double-click on its icon to open the Launchpad. If this still doesn't work, right-click on the CD-ROM icon (**TTINTRO**) displayed in the My Computer window, and select Open from the popup menu. Then double-click the file **TTINTRLP** (or **TTINTRLP.exe**) to start the Launchpad.

No video?

If you see the Training window and the interface elements (header, buttons, etc.), but no video is displayed in the center of the window, you probably don't have QuickTime installed, or you have an outdated version. You can download the latest version by clicking the **Get QuickTime** button on the Launchpad window that appears when you insert the CD, or manually download the latest version from Apple's website using your browser:

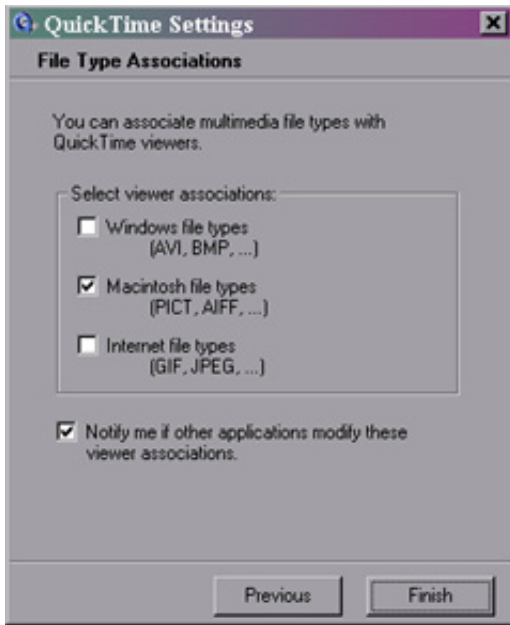
<http://www.apple.com/quicktime/download/>

No QuickTime Registration number needed

If you install or update QuickTime, you may be prompted to enter a registration number at the end of the installation process. This is needed only for the Pro version of QuickTime, and **not** required to view the Training - you may simply leave the fields blank and click **Next** to complete the QuickTime installation. (If you do have a Pro registration number, you may enter it when prompted, or it may be entered at a later time via the QuickTime control panel.)

Windows users - Select the correct QuickTime file type associations

If you install or update QuickTime, toward the end of the installation you will be prompted to associate multimedia file types with QuickTime. Confirm that the "Macintosh file types" checkbox is selected, even though you are running a Windows system (see figure below). This ensures that QuickTime will be used to open the movies in the Training as designed, rather than another application:



System Requirements:

• Windows

Intel Pentium III, 4 or 5 Processor
Microsoft Windows 2000, Windows XP
QuickTime 5.0.2 or later
128 MB RAM
20 MB free disc space
1024x768 screen resolution
CD-ROM drive

• Macintosh

PowerPC G3, G4 or G5 Processor
Macintosh OS X version 10.2.4 or later
128 MB RAM
20 MB free disc space
1024x768 screen resolution
CD-ROM drive

Technical Support:

If you continue to have problems viewing this training, please call Total Training Technical Support at 760-517-9001.