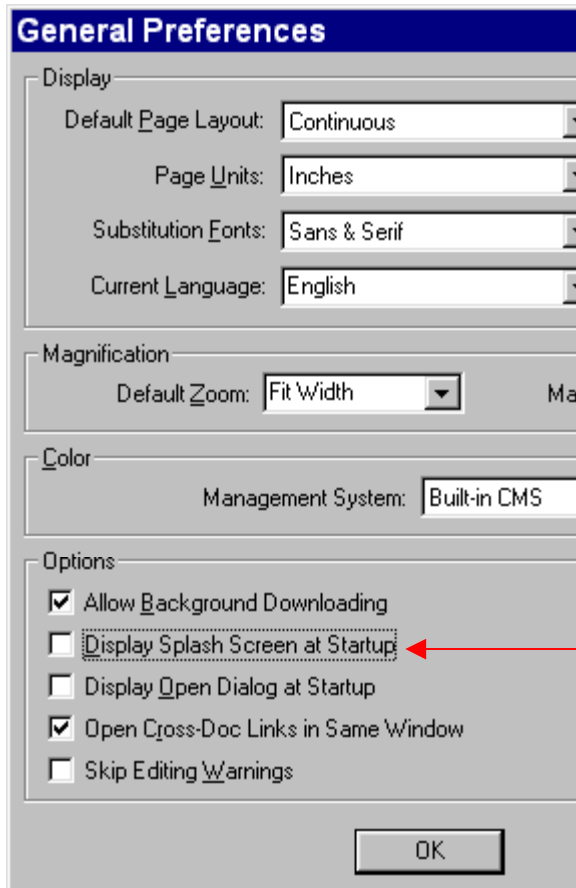# Frequently Asked Questions (FAQ)

Q. **How do I prevent the Acrobat Splash Screen from loading every time I open a session?**

    A. Double-click the Acrobat Reader 4 icon on your desktop. Push the "Ctrl" and "K" keys on your keyboard at the same time to open the Preferences box. Deselect the box for "

General Preferences

Display

Default Page Layout: Continuous

Page Units: Inches

Substitution Fonts: Sans & Serif

Current Language: English

Magnification

Default Zoom: Fit Width   Ma:

Color

Management System: Built-in CMS

Options

☑ Allow Background Downloading
☐ Display Splash Screen at Startup
☐ Display Open Dialog at Startup
☑ Open Cross-Doc Links in Same Window
☐ Skip Editing Warnings

[OK]

Deselect the box in front of Display Splash Screen at Start Up
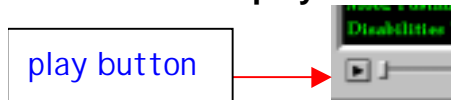
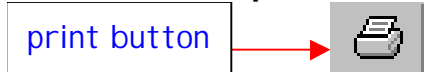**Q.** **How do I pause the lecture?**

    A. Click on the pause button.
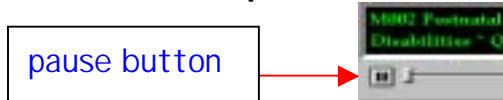
pause button

Q. **How do I play the lecture after it's paused?**
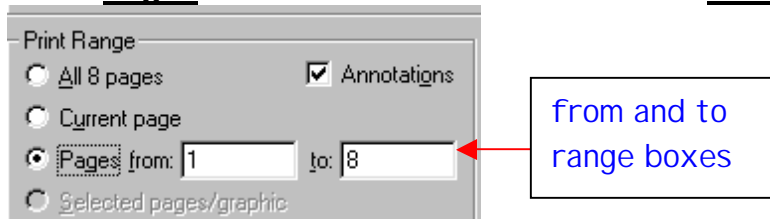
    A. Click on the play button.

play button

Q,   How do I print the syllabus (written materials)?

    A.   Click on the print button at the top of the page.

| print button	→	🖶

Q,   How do I print only one page from the syllabus?

    A.   Click on the print button at the top of the page and select and enter the range on your print menu. If you want to print page 3 then click the *Pages* selection and enter 3 in both the *from* and *to* boxes.

Print Range
- ○ All 8 pages   ☑ Annotations
- ○ Current page
- ⦿ Pages from: 1   to: 8   ← from and to range boxes
- ○ Selected pages/graphic

Q.   How do I fast-forward and rewind the lecture?

    A.   Click on the slider bar or click, drag and release the thumb.
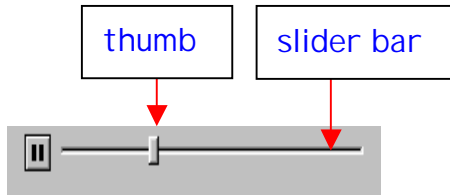
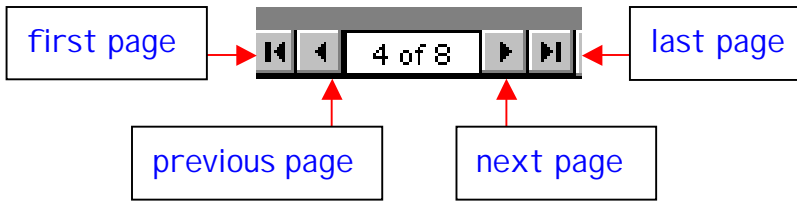| thumb	slider bar

Q.   How do I move through the syllabus (written materials)?

    A.   Use the scrollbar to the right of the page. Click on the slider bar or click, drag and release the thumb.
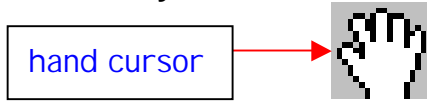
    B.   Double-Click on a thumbnail to the left. The red box indicates what page you are currently looking at.

Thumbnails

red "You are Here" box →

1
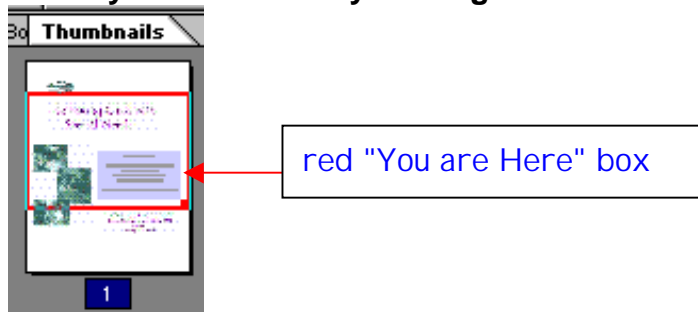
    C.   Click on page forward or backward located on the bottom of the page.

| first page | 4 of 8 | last page |

first page → | ◄◄ ◄ | 4 of 8 | ► ►► | ← **last page**

previous page ↑   ↑ **next page**

D.   When your cursor looks like a hand. Click on Page and Drag.

hand cursor →

Q.   How do I hide/show my thumbnails?
A.   Click and drag the divider line.

divider line ←
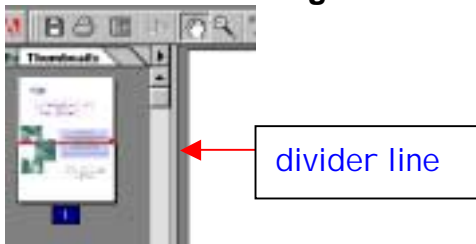
B.   Click the Hide/Show button at the bottom of the page.

hide or show thumbnails ←
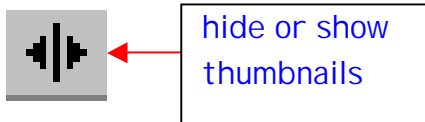
Q.   How do I adjust the magnification?
A.   Click on the arrow beside the current magnification setting and select the desired magnification.

1600%
800%
400%
200%
150%
125%
100%
✓ 50%
25%
12.5%

Fit in Window
Actual Size
Fit Width

current setting → 50% ▼

**magnification adjustment** ←

selection arrow ↑
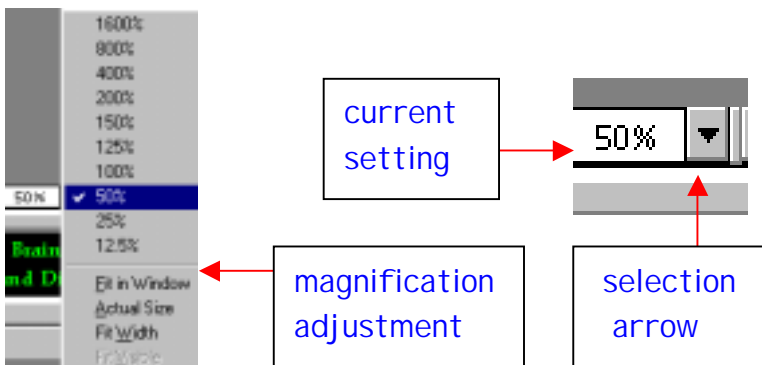
B.   Click on the magnification icon at the top of the page and click on the page to increase magnification. Hold the Ctrl key down while clicking click on the page to reduce the magnification.
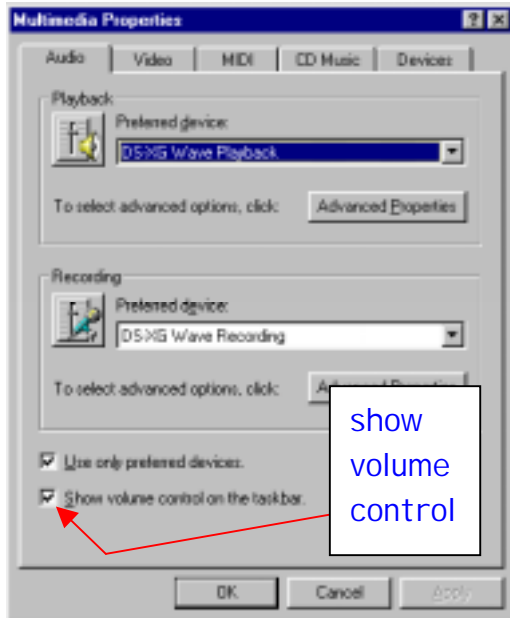
magnification
tool

Q. **I installed Acrobat Reader 4 and when I open a session, a license agreement opens and my computer crashes?**

A. Double-click the Acrobat Reader 4 icon on your desktop, click *Accept* on the license agreement, close Acrobat Reader, and re-start the application and run normally.

Q. **I have Windows 95 and I can't hear any of the sessions? What's wrong?**

A. Your system is not configured to play mp3's. Go online to Microsoft's downloads site at http://microsoft.com/downloads and follow the directions to download and install the upgrade for Windows Media Player.

Q. **I put it in my audio CD-player but I couldn't hear any of the sessions**

A. This CD cannot play in an audio CD-player. The sessions can be played in an mp3-CD-player.

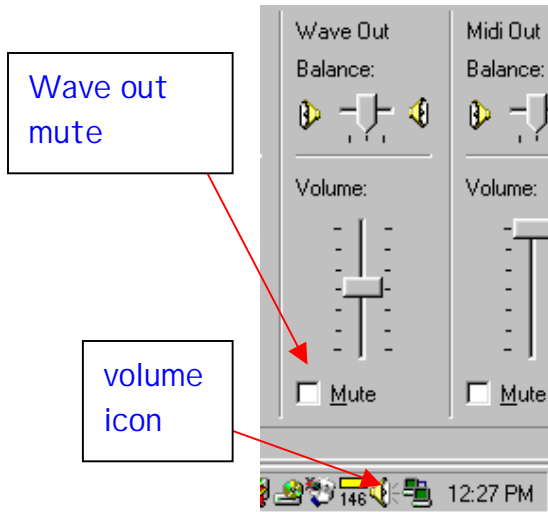**Q.** **I am running the CD on a laptop and I can barely hear the sessions. How do I increase the volume?**

A. Exit the CD. On the desktop, next to where the time is displayed in the system tray - located lower right-hand corner, look for a volume icon. Single click it and increase the volume. Re-start the application and run normally.
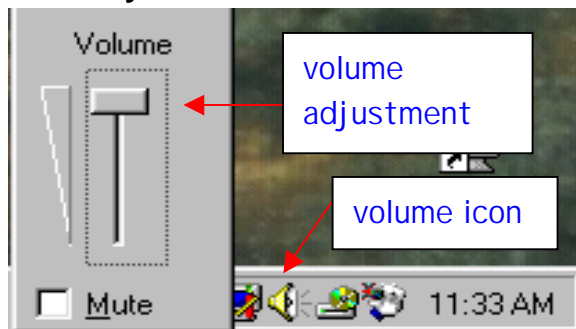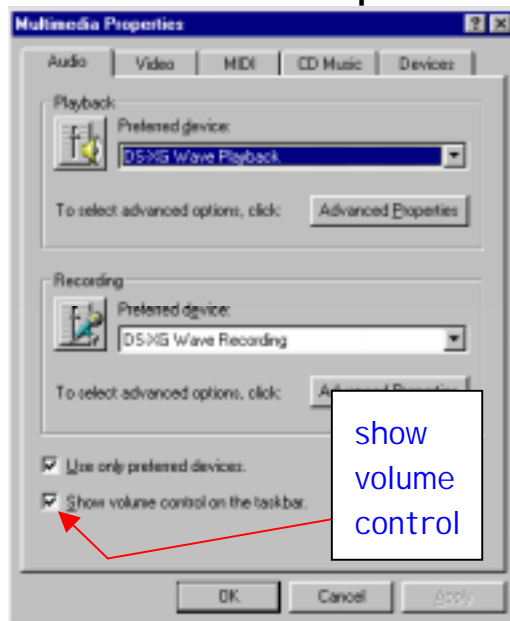

volume
adjustment

volume icon

B.   If there is not a volume icon in your system tray, go to the *Start* menu in the lower left-hand corner of your desktop. Go to *Settings* and click on *Control Panel*, double-click *Multimedia*, Click on the checkbox in front of *show volume control on the taskbar,* then click *OK*. Follow directions in step A.

Multimedia Properties

Audio | Video | MIDI | CD Music | Devices

Playback
Preferred device:
DS-XG Wave Playback

To select advanced options, click: Advanced Properties

Recording
Preferred device:
DS-XG Wave Recording

To select advanced options, click: A

☑ Use only preferred devices.
☑ Show volume control on the taskbar.

show volume control

OK   Cancel   Apply

Q.   I cannot hear <u>any</u> sounds on the CD?

A.   Exit the CD. On the desktop, next to where the time is displayed in the system tray - located lower right-hand corner, look for a volume icon. Double-click it and de-select the mute checkbox on Wave Out. Re-start the application and run normally.

Wave out mute

volume icon

Wave Out
Balance:

Midi Out
Balance:

Volume:

Volume:

☐ Mute

☐ Mute

146 12:27 PM

B. **If there is not a volume icon in your system tray, go to the *Start* menu in the lower left-hand corner of your desktop. Go to *Settings* and click on *Control Panel*, double-click *Multimedia*, Click on the checkbox in front of *show volume control on the taskbar,* then click *OK*. Follow directions in step A.**

Multimedia Properties

Audio | Video | MIDI | CD Music | Devices

Playback
Preferred device:
DS-XG Wave Playback

To select advanced options, click: Advanced Properties

Recording
Preferred device:
DS-XG Wave Recording

To select advanced options, click:

☑ Use only preferred devices.

☑ Show volume control on the taskbar.

show volume control

OK Cancel Apply

Q. **This doesn't solve my problem, who do I contact?**

A. **Digitell, Inc. www.digitellinc.com**
(716) 789-3170 or (800) 679-3646
techsupport@digitellinc.com