Troubleshooting for
Total Training™ for Macromedia® Dreamweaver® 8

Update your product to activate certain features:
To activate some of the features in the Training interface, please check our website at www.totaltraining.com for product updates, or you can click the Setup button in the lower right of the interface to reveal the menu shown in the figure below. From there, click the link shown to visit our product updates and support web page.
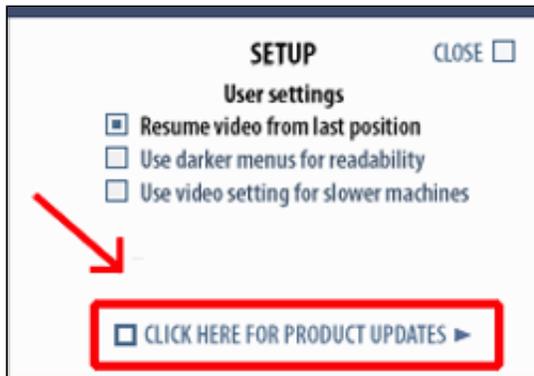
Trouble launching the Training?

• Windows users:
The Launchpad window for the Training should open automatically when you insert the DVD-ROM. If the Launchpad doesn't start automatically, double-click on the My Computer icon on your desktop. Then locate your DVD-ROM drive (it should be labeled **TMMDW8**) and double-click on its icon to open the Launchpad. If this still doesn't work, right-click on the DVD-ROM icon **(TMMDW8),** displayed in the My Computer window, and select Open from the popup menu. Then double-click the file **TMMDW8** (it may be called **TMMDW8.exe**) to start the Launchpad.

• Macintosh users:
Under Mac OS X, the Launchpad window will not automatically launch when you insert the DVD-ROM. You'll need to open the DVD-ROM by double-clicking its icon on the desktop. Then double-click the file **TMMDW8 Launchpad Mac** in the DVD-ROM window.

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but no video is displayed in the center of the window, you probably don't have QuickTime installed, or you have an outdated version.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 QuickTime Test window that appears after you click "Install", or manually download the latest version from Apple's website using your browser. The web address is: http://www.apple.com/quicktime/download/

Choppy or stuttering audio or video playback?
If you experience stuttering or choppy video or audio when playing the training, try opening and closing one of the menus. This may correct the problem.

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. Registration is needed only for the Pro version of QuickTime, and **is 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 see a window labeled "QuickTime Settings / File Type Associations":
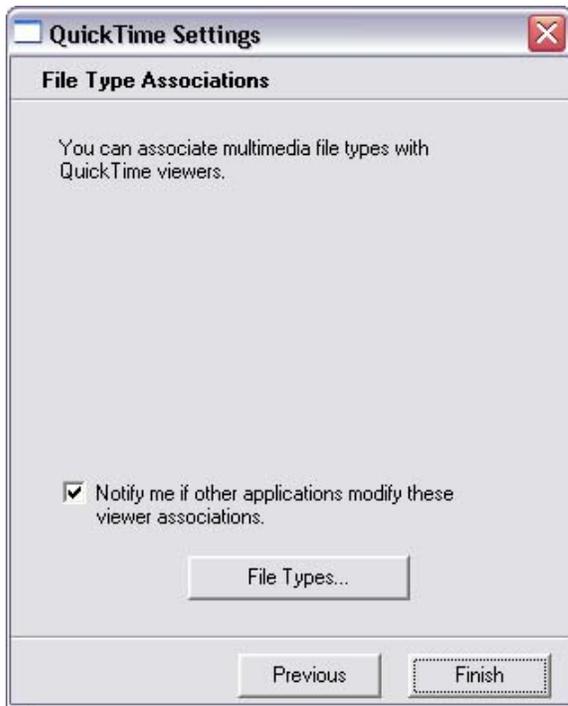
We recommend that you leave these associations at their default settings for proper operation of the video in the Training. If you wish to change which kinds of files will be handled by QuickTime on your system, click the "File Types..." button. A new window will be displayed which allows you to change the file type associations (see figure below):

More compatible playback:
Certain playback problems may be due to incompatablility of certain audio and video cards with QuickTime. You can force more compatable playback by selecting "safe mode" in the Audio and Advanced tabs of the QuickTime Settings control panel. Selecting safe mode may correct playback problems in many cases (see figures below):
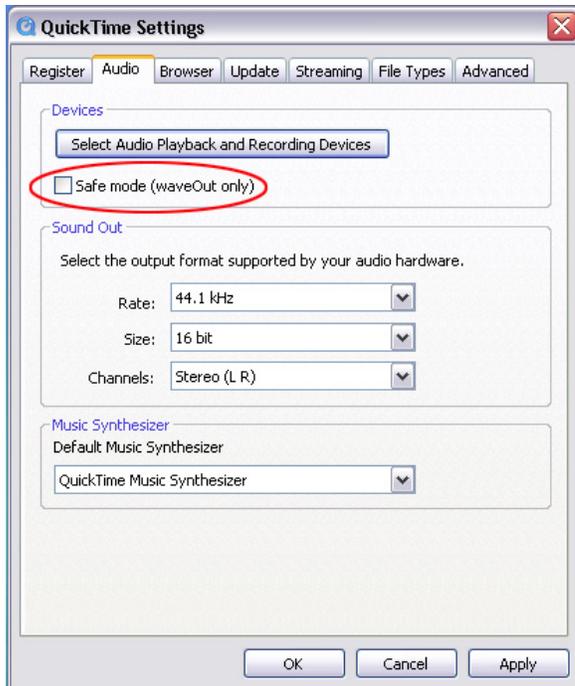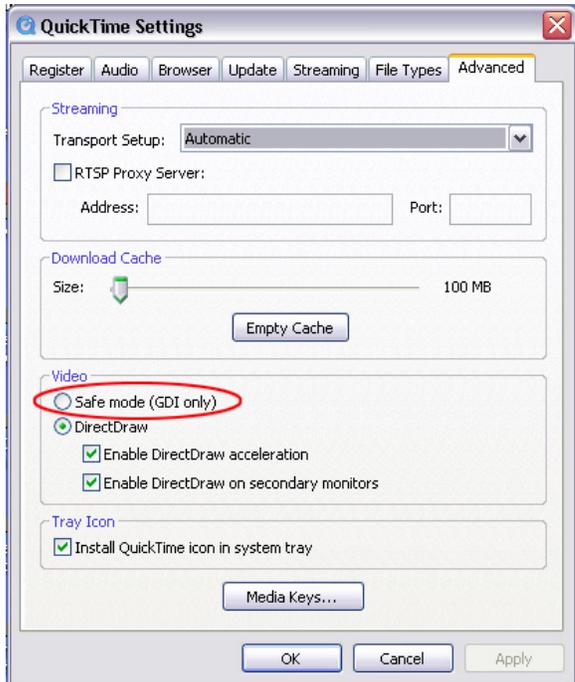
For best video playback performance, we recommend the following System Specifications:

• **Windows:**

2.0 GHz processor or higher
512 MB RAM

• **Macintosh:**

1.00 GHz processor or higher
512 MB RAM

Minimum System Requirements:

• **Windows**

Intel Pentium III, 1.0 GHz Processor
Microsoft Windows 2000 or XP
QuickTime 5.0.2 or newer
256 MB RAM
1024x768 screen resolution
DVD-ROM drive

• **Macintosh**

PowerPC G4 Dual 450 MHz Processor
Macintosh OS X version 10.2.4 or newer
QuickTime 5.0.2 or newer
256 MB RAM
1024x768 screen resolution
DVD-ROM drive

Technical Support:

If you continue to have problems viewing this Training, please call Total Training Technical Support at 1-760-517-9001.