

ACLS PROVIDER MANUAL STUDENT CD FAQ

1. I cannot access the ACLS Precourse Self-Assessment Test.

- Internet Explorer must be open before the CD is inserted. Remove the CD from the tray; close all other applications, then insert the CD
- If you have a pop-up blocker, remove the CD from the tray, re-insert the CD while holding down the “Ctrl” key so Macromedia Flash can run.
OR you can go to My Computer > Right Click On the CD-ROM drive > Explore> Double Click on PC_Start or MAC_Start
- Make sure you are using Internet Explorer 6.0 or higher (Not AOL, FireFox, Mozilla or Netscape)
- Check to make sure Active X Controls are enabled by going to Internet Explorer> Tools> Internet Options> Security Tab> Custom Level> Active X Controls and Plug-ins> Enable
- Check to make sure “Allow Active Content CDs to run on my Computer” is checked by going to Tools>Internet Options> Advanced Tab> Security
- Download “Adobe Flash Player” and “Adobe Reader” from www.adobe.com if you do not have it already installed on your computer. Restart the computer after you have installed the Adobe Flash Player

2. I cannot play the CD more than “two, three, four times”

- Delete “Temp Files” Internet Explorer > Tools > Internet Options > General > Delete Files. Click on OK
- Close other programs running in the background
- Restart the Computer

3. I cannot open “ACLS Core Drugs” or any other PDF files on the CD

- Make sure you have Adobe installed on your computer, otherwise download Adobe Acrobat Reader from www.adobe.com.

4. I can't hear any sound. What do I do?

- Make sure the speakers are turned on and the volume is turned up
- Check the Volume and Mute settings on your computer. Make sure Mute is not checked, and adjust Volume as needed.
There are multiple ways to check these settings:
 - Click on the speaker icon in your system tray. Adjust Volume if needed and make sure Mute is not checked.
 - Go to Start > Settings > Control Panel>Sounds and Audio Devices>Volume. Make sure Mute is not checked. Then go to Advanced. Adjust Volume if needed and make sure Mute is not checked.
 - Go to Start > Programs > Accessories > Entertainment > Volume Control.
- Make sure the volume on the video clip is turned up. The Volume Control button is located at the bottom of the screen on the left.