

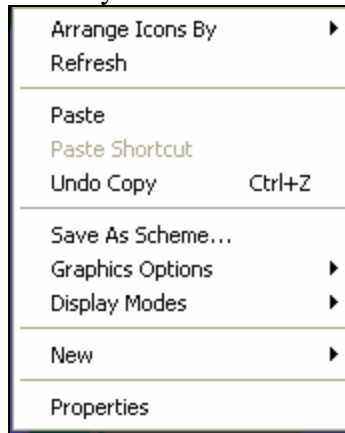
Frequently Asked Questions

The following Frequently Asked Questions were written for individuals running Windows XP on their computer. For individuals using a different operating system, the instructions may not match what you're seeing on your screen.

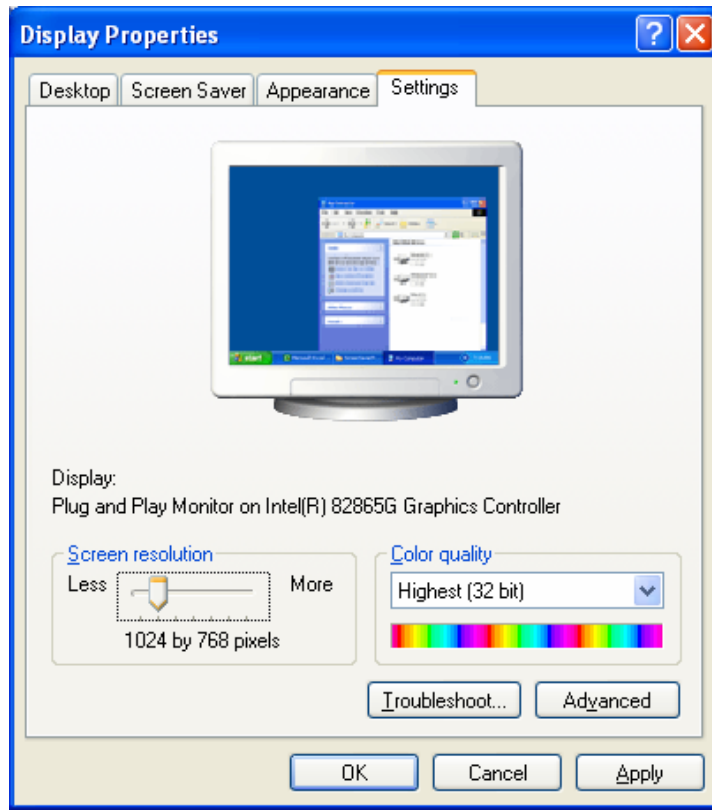
Question: I am unable to view all of the images on the screen, how do I fix this?
How do I change my screen resolution?

Answer:

1. Minimize all applications you have running
2. On your desktop, right click anywhere and choose Properties.



3. Click on the Settings tab

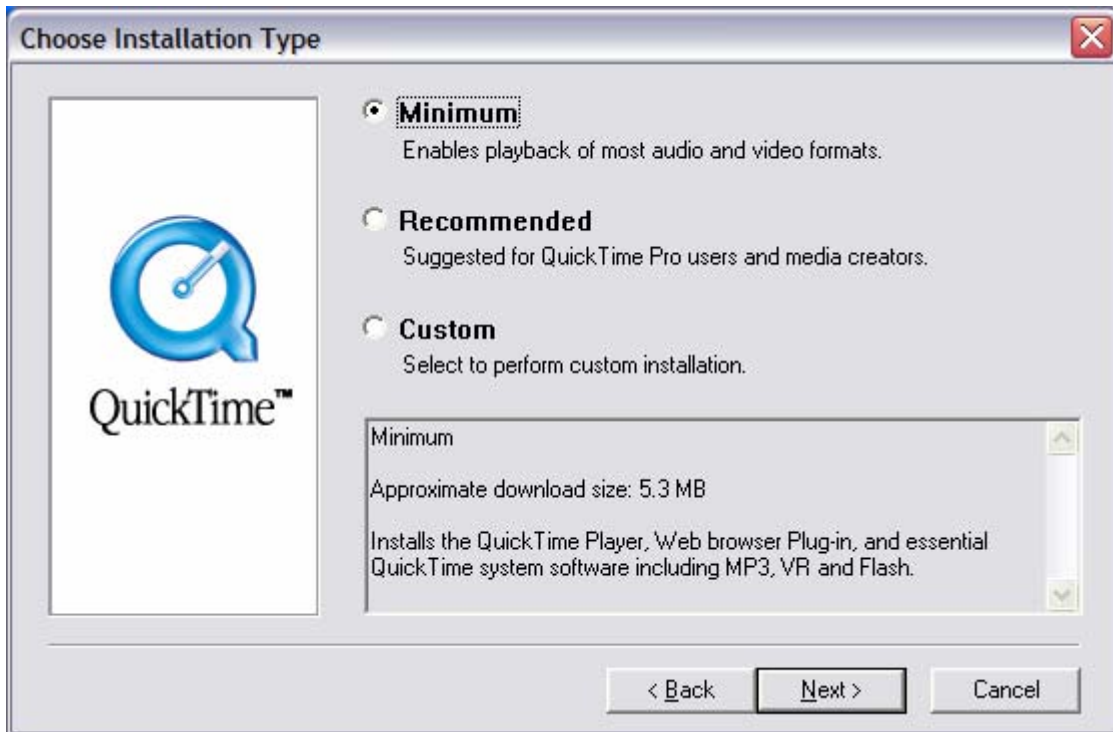


4. Drag the Screen Resolution bar to the right until it reads “1024 by 768 pixels”.
5. Click OK.

Question: I need QuickTime installed, what is the best way of getting it onto my machine?

Answer:

1. Click [here](#) to begin the installation. *If this does not open Internet Explorer*
 - a. *Open Internet Explorer*
 - b. *copy the following address in the address bar of Internet Explorer:*
<http://appldnld.m7z.net/qtinstall.info.apple.com/pthalo/us/win/QuickTimeFullInstaller.exe>
 - c. *Click GO or press your ENTER key after typing in this address*
2. Click Open. Select the default options and agree to the license agreement.
3. When you reach the Installation Type window (below) choose Minimum from the choices. Then click Next.



4. Click Next at the Program Folder window.
5. Leave the Registration information blank and click Next to begin the installation.
6. You will be notified when the installation is complete.

Question: How do I print a copy of this information?

Answer: You may print in one of four ways

1. Select print version above the subject. When the PDF or print friendly version appears, select the printer at the top on the margin and it will print for you.
2. Right click anywhere within the document. When a box with options appears, scroll down to “print” and select. A print box will appear in the upper left corner. Click on the word print to obtain your copy.
3. In the upper margin, you may select the printer icon to print a copy.
4. You may select File in the upper left corner of the margin. Scroll down to Print. Select OK.