

## Help page

### Helpdesk support

If you have any problems using this CD-ROM contact the ICT Helpdesk freephone number, 0800 225 5428 (0800 CALLICT).

To access these learning objects you will need the following software:

- Windows: Internet Explorer v6 or above
- Mac: Internet Explorer v5 or above, or Safari 1.2

### Flash Player v6

To install Flash Player v6, click on the relevant link below:

- Windows / Internet Explorer – [Flash player installer](#)
- Mac OS X – [Flash Player installer](#)

### Adobe Reader

Adobe Acrobat Reader allows you to read any PDF document that ends with the file extension .pdf.

To install Adobe Reader, click on the relevant link below:

- Windows XP, Windows 2000 SP2 – [Adobe Reader 7.0 installer](#)
- Windows 2000 SP1 – [Adobe Reader 6.0 installer](#)
- Windows 98 SE – [Adobe Reader 6.0 installer](#)
- Windows 98 – [Adobe Reader 5.0 installer](#)
- Mac OS 9.1-10.2.7 – [Adobe Reader 7.0 installer](#)
- Mac OS 10.2.8-10.3 – [Adobe Reader 7.0 installer](#)

### Please note: Windows XP users

Ask your school network administrator to install this software. Windows XP runs an older version of Flash Player, which must be upgraded in order to access the learning objects.

### Background

Many schools are now running Windows XP. Although the existing TLF learning objects have not been developed explicitly for Windows XP, most learning objects run successfully on XP, however, some existing learning objects do not run on default installations of Windows XP.

A blank or white page that looks as though the learning object is loading will appear on the user's computer if Flash Player 5 rather than Flash Player 6 is installed. This problem will also occur if Flash Player 6 is installed without administrator privileges.

To run TLF Flash learning objects, the Flash Player must be upgraded from version 5 to version 6. Successful installation of Flash Player 6 on Windows XP requires the user to have administrator rights. Unfortunately, many users within schools will not have the administrator rights necessary to upgrade the Flash Player to version 6.

### A solution – upgrading to Flash Player version 6

This solution involves upgrading Flash Player from version 5 to version 6 on Windows XP. The user performing the upgrade must have administrator rights on the computer. Log-in to the computer as an administrator.

1. Download a Flash Player version 6 installer from <http://www.macromedia.com/support/flash/ts/documents/oldplayers.htm>.  
Note: there are separate installers for Internet Explorer and Netscape browsers, and for Windows and Mac operating systems.
2. Run the Flash Player 6 installer and follow the instructions.
3. Test the installation by visiting <http://www.macromedia.com/shockwave/welcome/>.
4. Look for the Flash Player section of the page.
5. Select the About tab to check that the version 6 of the player has been installed.

An alternative test is to attempt to run one of the TLF Flash learning objects which was not operating correctly previously.

### Security settings

Some users with Windows XP and Internet Explorer 6.0 SP2 may need to change a security setting in their browser to allow the Flash learning objects to operate correctly. To resolve this problem:

1. Open Internet Explorer.
2. Select 'Tools' > 'Internet Options' > 'Advance Tab'.
3. Scroll down to 'Security' – tick 'Allow active content from CDs to run on My Computer'.
4. Select 'Apply'.
5. Select 'OK'.