

Training videos

Posted by nitahelpinghand - 30 Jun 2009 23:08

I've tried downloading the video tutorials and it downloaded then I got out of folder and it seemed to 'disappear' from my computer. Searching my computer didn't come up with anything. Any ideas?

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Posted by joomtorial - 01 Jul 2009 01:06

Hi,

A strange thing, disappearing folders.

When you are running a Windows, Apple or Linux system, the downloaded file is a zip. Extracting the zip will give you a folder. In that folder should be a file called "start.htm";

Click that file. It should open up a regular web browser (Internet Explorer, FireFox etc.). Also check if you have got the latest Flash plugin installed for your browser.

To give you the best support, please let us know which system you are running (Apple, Windows XP, Vista, Linux, Red Hat, Ubuntu etc. Which browser are you using? Internet Explorer, FireFox, Safari, Opera? What version of Flash are you using?

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Posted by nitahelpinghand - 01 Jul 2009 01:18

Thank you for your response. I'm running Vista with IE. I still cannot find the folder on my computer for some reason. . . . Oh, and I downloaded the latest version of FLV Player today.

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Posted by joomtorial - 01 Jul 2009 01:34

Hi,

I think this might be a Vista problem and the way it treats ZIP files. Instead of "browsing" (double-clicking) into the zip file, try downloading it again (you should be able to use the same download-info email - i know, it takes a bit of time) and when you have downloaded it, do not double click the downloaded ZIP file, but right click the file and choose to extract the zip file. The extracted folder should appear in the same folder as where you downloaded it to.

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Posted by nitahelpinghand - 01 Jul 2009 01:47

My coupon code no longer works. Could you possibly provide me with a new one so I can try this?

Thank you!

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