

FAQ

The following provides answers to frequently asked questions. References to program operation can be displayed by clicking on "Help" at the upper right in the program with the mouse.

If your problem cannot be solved with the following tips, please call the hotline number specified in the brochure.

The program cannot be installed.

If you have problems with the installation program, proceed as follows:

- 1) Make sure that you have Version 5.5 of the Microsoft Internet Explorer installed, or better yet Version 6. To determine which version you have, start your browser and click on "Help"/"About". If an older version of the Microsoft Internet Explorers is installed, install the latest version. This is available, for example, on the CDs included with many computer magazines.
- 2) Install the Macromedia Flashplayer from the CD. To do this, start the file "mm_fl_sw_installer.exe" in the directory "\\Software\Macromedia" on the CD. Or install the program from the Internet by going to www.macromedia.com.
- 3) Install the Adobe Acrobat Reader from the CD. To do this, run the file "setup.exe" in the directory "\\Software\Adobe\xx", whereby "xx" corresponds to your language code. Or install the program from the Internet by going to www.adobe.com.
- 4) Now run the program installation again. All components should now be detected and it should be possible to install the program without problems.

Should problems also result during the installation of the individual components, make sure that you have the required rights on the computer for installation.

A message appears that the CD has not been recognised as the genuine CD.

The program is provided with a hardware copy-protection function. This protection is intended to distinguish a genuine CD from an illegal copy. (Unfortunately, coding errors can occur with very fast or older CD drives, and the described error message is output despite the CD being genuine.)

I want to copy the program to the hard disc or use it via a virtual CD drive, but I'm having problems doing so.

The program is provided with a hardware copy-protection function. That's why it must be started from the genuine CD and cannot be copied to the hard disc.

[It the program also available for Apple Macintosh computers?](#)

No, no version is planned for Apple Macintosh computers.

[What system requirements must be met?](#)

Microsoft Windows 98/2000/NT 4.0 (SP3)/XP, Microsoft Internet Explorer 5.5, Macromedia Flashplayer 7 or higher, Adobe Acrobat Reader 5.0 or higher, at least Intel Pentium 500 MHz or comparable, at least 64 MB main memory, 1024x768 screen resolution with a 24-bit colour depth, sound output (recommended)

[My popup blocker reports that a window is to be opened or prevents the program from running.](#)

Deactivate the popup blocker while using the program or change its settings as described in the related documentation.

[Since updating Microsoft Windows XP to Service Pack 2, the application no longer runs.](#)

Windows XP with SP2 has an integrated popup blocker, which may prevent the program from running. Deactivate the popup blocker as described in the Windows help function.

[The program does not output sound.](#)

The sound can be switched on and off with a button in the control bar at the lower edge of the screen. To the left of this button is a volume control slider. Pull this control slider to the right with the mouse button pressed to output sound.

Are the sound output devices (speakers, headphones) properly connected? See the manufacturer's information to be sure.

Is the required audio driver properly installed in Windows? See the information from your sound card manufacturer to be sure.

[I only see part of the program. What screen resolution is the program optimised for?](#)

The optimum screen resolution is 1024*768 pixels. See the Windows help function to learn how to change the screen resolution on your computer.

How can I print out or copy images?

You can print out the entire displayed page. Press the right mouse button and select [Print].

I can't open the documents from the collection of materials.

Maybe you have a very old version of the Acrobat Reader. Install the latest version by going to www.adobe.com or from the CD.

Is the program network-capable?

A network-capable version of the training packages is available on request. Please contact digital.tachograph@digital-spirit.de.

Are updates available for the training package?

We will inform you on new versions and updates when they become available at www.tachograph.digital-spirit.com.

I have discovered an error in the application and would like to report it to you.

We appreciate any errors you report to us. Please send an email to digital.tachograph@digital-spirit.com

I've heard that various versions of the training software on digital tachographs are available.

We provide each of four different target groups (drivers, fleet employees, enforcement personnel, workshop employees) with their own application. The respective applications can be purchased via the WebShop.