

%%FNAMEFriend%% - *Download Instructions* - Tech Support

Hi %%FNAMEFriend%%

Thank you very much for purchasing:

"<Your Product Title Goes Here>"

Your payment will show up on your credit card bill as a charge from <Your Payment Processor Reference>.

The charge will show \$<Price> (USD) *Or your currency*

A receipt for your purchase has been sent to you by Email.

***** IMPORTANT *****

~ Please SAVE this email where you can easily find it.

~ Read **all** of this information first **before** emailing for technical support.

Below you will find the answer to almost **every conceivable question** you could ask about downloading, viewing, listening, clicking links and printing the products in the package.

Before emailing for technical support - there is a 99% chance the answer to your question is **found below**.

Your Name
Your Web Site URL

Contents and FAQs

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1. Downloading your purchase

a) Download URL

You should have been taken immediately to a download page where you could download your purchase.

If not, here is the link to download it.

<http://www.yourdomainname.com/regpage.htm>

Make sure you save the files (by following the instructions on the download page) to your hard drive in a place you can find them before you do *anything* else.

You should save the file to your "desktop" so you can find it easily and quickly once you have finished downloading.

b) What's in the package?

Unless you changed the name of the product files you downloaded, the file names are listed below - this is important to know if you have a problem finding the files later.

Product Name: "Your Product Title"

File Name: your-product-title.zip

c) Your password to access the product: "Your Password"

+++*You will need to delete this note from your message*+++
(*Note:Use upper and lower alpha characters interwoven with numbers - I make the PW at least 9 characters long*)

2. Utility software programmes

a) Zipped Files

Products placed in a compressed archive (zipped) to minimize their download time will need an "unzip" program installed on your computer to open them.

Free Zip Programs

PC Users: 7-Zip available at: <http://www.7-zip.org/>

Mac Users: iZip available at: <http://www.izip.com/download>

Commercial Zip Programs

PC Users: WinZip (offers a 30 day Free Trial) available at:

<http://www.winzip.com/win/en/landing/prodpagewz.html>

Mac Users: Stuffit Xpander (offers a 30 day Free Trial) available at:

<http://my.smithmicro.com/stuffit-deluxe-mac-trial.html>

b) Adobe Acrobat Reader

Most computers already have Adobe Reader installed. However, if your computer doesn't have it, or you need to upgrade your copy, you can get a FREE download of the latest version at:

<http://www.adobe.com/products/acrobat/readstep2.html>

Adobe Acrobat Reader has versions for both PC and Macintosh computers.

c) Windows Media Player and Real Player

You'll need Real Player or Windows Media Player to listen to MP3 audio recordings, if you don't have either installed currently free versions are available at:

Real Player :

<http://www.nichemarketknowhow.com/cap/real.htm>

Windows Media Player :

<http://www.microsoft.com/windows/windowsmedia/download/>

3. Opening and extracting "*.zip" files

Double click the "*.zip" and in the window that pops up "extract" the contents to your "Desktop". (If you are not sure how to extract the files, please refer to the help section of your "unzip" application for instructions).

4. Opening, and printing Adobe "*.pdf" files

a) Opening Adobe "*.pdf" files :

To read your "*.pdf" files simply double-click the relevant file and it should open in Adobe Acrobat Reader.

If it does not open automatically in the Adobe Acrobat Reader program, click "Start" >> "Programs" >> "Adobe Acrobat" >> "Acrobat Reader".

Once you have opened the Adobe Acrobat Reader program click "File" >> "Open" >> "Desktop" (if you saved the file to your desktop) then double-click the "*.pdf" file you want to read.

This should open the file in your Adobe Acrobat Reader.

To open the "web hyperlinks" in a "*.pdf" file click the right button of your mouse over the link and in the window that appears select "Open web link in browser". This should open your browser and take you to the selected web page.

If this doesn't work go to Item 9 below (The links in the "*.pdf" file won't work)

b) Printing Adobe "*.pdf" files

Open Adobe Acrobat Reader by clicking "Start" >>
"Programs" >> "Adobe Acrobat" >> "Acrobat Reader"

Once you open the Adobe Acrobat Reader program click
"File" >> "Open" >> then (if you saved the file to your
desktop) go to your desktop and open the "*.pdf" file you
require.

Then in the Adobe Reader program click "File" >> "Print"

Adobe Acrobat Reader comes with an extensive "Help" file -
if you have questions about how to operate the program -
please open the Adobe Acrobat Reader program, click "Help"
and make the appropriate selection.

5. Opening "*.exe" files

Select the "*.exe" file from your desktop (if you saved the
file to your desktop) and double click it. This should open
file for you to read. (Note if you are using Windows XP
some "*.exe" files may not open properly. I understand
there is a fix for this, you should consult your software
supplier on this matter.)

6. Opening and playing "*.mp3" files

Select the "*.mp3" file from your desktop (if you saved
the file to your desktop) all you then need to do to play
them is double-click on the *.mp3 file and it should open
your audio player and begin to play.

If this does not happen, open your audio player and select
: "File" >> "Open" >> "Desktop">> (assumes you have saved
your file to your Desktop) and then on the *.mp3 file you
wish to listen to. (If this does not work please refer to
the help section of your application for instructions).

7. Opening and playing "Camtasia video" files

To view Camtasia videos select the "*.htm" (or "*.html")
file from your desktop (if you saved the file to your
desktop) and click on the web page for the part you wish to

watch and it should open in your browser window and start to play.

Alternatively, open your browser click "File" >> "Open" >> "Desktop" >> (if you saved the file to your desktop) then select the "*.htm" (or "*.html") file you wish to watch - once selected the the video should start to play.

8. I downloaded a copy of the product but now I can't find it on my computer - what do I do?

When you originally downloaded the files you should have saved the product files to your "desktop".

If you did not, and if you cannot find them, the easiest thing to do is a search for them.

Click the Windows "Start" button >> then click "Search" >> then click "For Files or Folders".

Where it says "Search for files or folders named:" type in the file name you are looking for. The file names are all listed under "1. Downloading your purchase" above. Make sure it says "Look in: 'Local Hard Drives'" on the pull down menu right below. Click "Search Now"

Double click the file in the search results and the file should open.

If it does not open automatically - make a note of where the file is located - then follow the instructions for the appropriate file type (Nos. 3 to 7) above.

9. The links in the "*.pdf" file won't work

If you click the "web" links in a "*.pdf" file (blue underlined links) and they don't take you to a web page - Make sure your computer is *online and connected to the web*.

If you get an error that says something to the effect that no web browser is configured to work with Adobe Acrobat Reader then try this:

In Adobe Acrobat Reader go to "File" then "Preferences" then "Web Link" and choose your browser in the WWW Browser

Application.

You will need to find the "*.exe" file for your browser by clicking the "browse" button.

Your browser "*.exe" file (usually either NetScape or Internet Explorer) can sometimes be found in your "Program Files" folder.

Any more tech support on this issue should come from Adobe or your computer vendor, (or AOL if you use them) since we cannot be sure where to tell you to look on your hard drive for your browser's "*.exe" file.

This should solve the problem of being able to click directly on the links and have them take you to the web.

10. I can't print "*.pdf" files it stops printing at a certain page

Two things we can offer with what is most likely your computer acting up rather than the product file.

i. Try restarting your computer and printer.

If that doesn't work....

ii. When you have the product open in Acrobat - go to File, Click Print, then down in the middle where it says "Print Range" fill in Pages from with about 20 or 30 pages (example 45-75).

Try printing the file out chapter by chapter.

If none of these answer your specific question then please send an email to :

Your Email Address

Please be patient I will respond as quickly as possible.

I respect your privacy - your email address will never be made available to anyone - period. Your complete confidentiality is guaranteed. Removal instructions are always at the end of this message.