

USB Drive Instructions and Troubleshooting Guide

American Heart Association (AHA) USB drives are compatible with Windows and Macintosh computers with standard USB-A ports. A USB hub or adapter may be used with computers that have USB-C ports. There is no need to download or purchase other software to operate the USB drives.

Step 1

Insert the USB drive into the computer and open the drive in Windows Explorer or Mac Finder. Double-click Start to launch the player. Screen views should be similar on Windows and Macintosh computers.

Name	Date modified	Type	Size
License	1/11/2021 3:04 PM	File folder	
Start.app	1/11/2021 2:52 PM	File folder	
zdata	1/11/2021 2:52 PM	File folder	
msvcp120.dll	1/11/2021 3:04 PM	Application extens...	445 KB
msvcr120.dll	1/11/2021 3:04 PM	Application extens...	949 KB
Start	1/11/2021 3:04 PM	Application	3,919 KB

Step 2

The Flux Player selection window opens (shown on right). Double-click the desired course (Heartsaver CPR AED or Heartsaver First Aid) to launch it. The main menu for that course will open. Each course contains the corresponding DVD content, and the navigation works the same way as it does on the DVD. *Note:* You won't need to access the menus or the left sidebar, and you don't need an account to play the videos.



Step 3

On the Main Menu, select the course path you want to teach. At any time, clicking the Stop icon in the player controls opens the Flux Player selection window.

Flux Player Controls

 **Previous:** Loads previous video, if there is a previous video in a sequence; otherwise, it does nothing

 **Pause:** Pauses play of current video

 **Stop:** Stops play of current video, opens Flux Player selection window

 **Next:** Loads next video, if there is a next video in a sequence; otherwise, it loads the last menu visited

 **Menu:** Loads the last menu visited

 **Mute/Unmute:** Mutes or unmutes the audio

 **Volume Slider:** Adjusts the volume of the audio

 **Full screen:** Places video in full-screen mode

Other Considerations

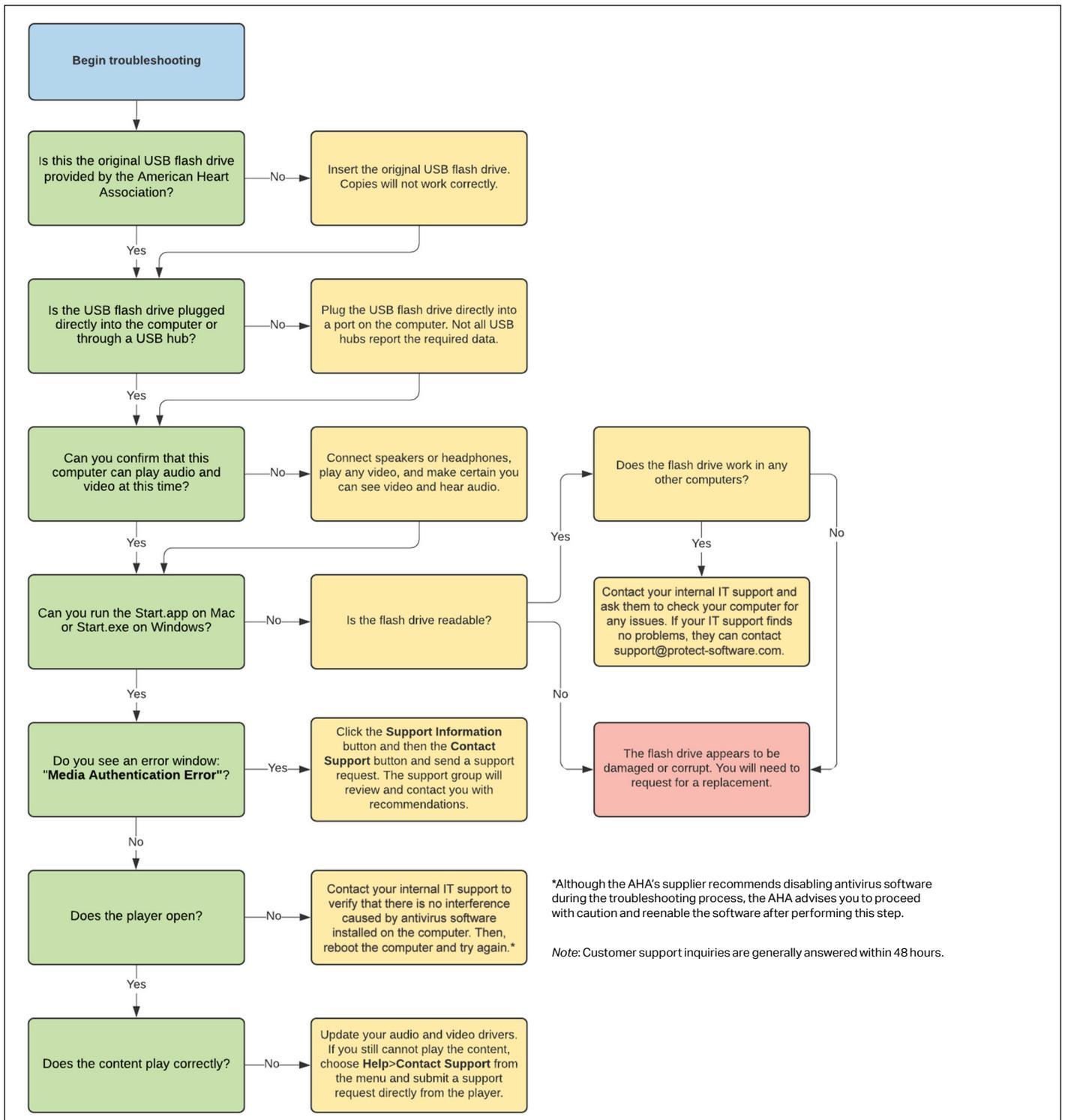
- The USB drive must remain inserted to access course videos.
- To navigate to optional topics in a course, use the on-screen Menu buttons.
- At the end of any video, the last Menu visited loads.
- To replay a video for additional review, select it from the Menu again.
- Select Pause to stop videos while teaching class.

Unplugging the USB Drive After Use

Before unplugging the USB drive from the computer

- **Windows:** In Windows Explorer, right-click on the USB drive and select *Eject*, and then unplug the drive.
- **Mac:** In Mac Finder, select the USB drive icon on the desktop and drag it to the Trash, or select Command + E. The drive is safe to unplug when the icon no longer appears on the desktop.

Troubleshooting USB Drives



*Although the AHA's supplier recommends disabling antivirus software during the troubleshooting process, the AHA advises you to proceed with caution and reenble the software after performing this step.

Note: Customer support inquiries are generally answered within 48 hours.