

## **CPR Product Support**

### **Frequently Asked Questions:**

- My BLS DVD does not seem to be working properly. What is the problem?
- ACLS Student Website Support
- What system requirements do I need to use this CD?
- The CD will not start. What do I do?
- The CD plays, but doesn't work right. What do I do?
- How do I find out what version of Internet Explorer I have?
- How do I find out if I have the correct service pack?
- How do I obtain Adobe Reader?
- Can I use another browser, such as Mozilla Firefox?
- I can't hear any sound? What do I do?
- The video clip on the CD doesn't play. What do I do?
- I cannot open any PDF files on the CD. What do I do?
- I cannot play the CD or components of the CD more than "two, three, four times". What do I do?
- If prompted, should I select Windows Media Player or QuickTime?
- I received a warning message when I inserted the CD. What do I do?
- I received a message box asking "What do you want Windows to do?" What do I do?
- I see menu information on the screen, but nothing has opened. What do I do?
- How do I copy files from this CD onto my computer?
- I cannot download or open files on the CD. What do I do?
- When I open the document, it is too small. How do I make it bigger?
- How do I fast forward, rewind, etc?
- When I click on Stop, I get a menu. What do I do?
- Why does the picture alternate between light and dark?
- The video clip often pauses or freezes for a few seconds. Why does this happen, and what do I do?
- The PowerPoint show on the CD will not play. What do I do?
- When I click on Eject, the screen stays on my monitor. What do I do?
- Is the CD close captioned?
- How do I care for my CD?
- How do I replace a defective CD?

### **My BLS DVD does not seem to be working properly. What is the problem?**

**Q: On the BLS for Healthcare Providers DVD, the Lesson Maps for the renewal course do not match the sequence of the video. What should Instructors do to correct this in teaching?**

A: While the renewal course video teaches the lessons following the proper sequence, the Lesson Map "R10" is not in the correct place in the BLS for Healthcare Providers Instructor Manual. Students must be taught how to use the bag-mask device before practicing its use. Therefore, Instructors should re-order Lesson Maps in the proper sequence of R7, R10, R8, R9. This will be corrected at the next re-printing of the Instructor Manual.

**Q: On the BLS for Healthcare Providers DVD, why don't the chapter listings match the DVD insert?**

A: The DVD insert actually references the Lesson Map title, not the DVD chapter. The insert is meant to be a course outline and guide for the Lesson Maps, rather than a chapter listing. In the next printing of the DVD, the word "map" will be added to the DVD insert for clarification.

**Q: I cannot access the renewal course portion of the DVD. What should I do?**

A: The renewal course portion of the video can be accessed after the DVD is loaded, immediately following the student to manikin ratio menu. Once the student to manikin ratio has been selected, users will be asked to choose whether they want to view the full course or the renewal course. While there is not a menu button that allows the user to return to the full vs. renewal course menu, users can simply eject and reload the DVD to regain access to this menu.

**Q: I cannot access the menu to select the student to manikin ratio I want to use for my course. What should I do?**

A: The student to manikin ratio menu can be accessed immediately after the DVD is loaded. It also may be accessed when the "Top Menu" button on the DVD's remote is pressed; however this is not universal solution since not all DVD remotes are the same. While there is not a menu button that allows the user to return to the ratio menu, users simply can eject and reload the DVD to regain access to this menu.

**Q: When I fast-forward my BLS for Healthcare Providers DVD, it skips to the renewal course. Why? How can I prevent this?**

A: To prevent the DVD from jumping ahead, when possible, use the Chapter Listings menu to access specific content instead of fast-forwarding to subsequent sections of the video. Also, if the user's DVD includes the function to play at 2x normal speed, this option can be used to move forward through the DVD.

**Q: Why can't I print the "summary of steps" document from the BLS for Healthcare Providers Instructor CD?**

A: The Summary of Steps chart, found on the Instructor CD included with the BLS for Healthcare Providers Instructor Manual, cannot be printed due to security features. However, this table is the same table printed in the 2010 Guidelines Highlights document. This table is posted on the AHA Instructor Network in the News section at the path Guidelines > Guidelines Tools & Resources > Additional Tools. It is labeled "Guidelines Highlights Summary Table of Key BLS Components for Adults, Children and Infants

This document also can be found on page 57 of the BLS for Healthcare Providers Student Manual.

## **ACLS Student Website Support**

**Q. What are the system requirements for using this site?**

A. Your computer system must meet the software and hardware system requirements for the following:

- Adobe Reader
- Flash player
- Microsoft Internet Explorer 7 or higher

**Q. I am using the ACLS Student Website and I cannot access the ACLS Precourse Self-Assessment or make the Precourse Self-Assessment work properly.**

A. Internet Explorer must be open.

Download Adobe Flash Player from [www.adobe.com](http://www.adobe.com) if you do not have it already installed on your computer. Restart your computer after you have installed the Adobe Flash Player.

Make sure you are using Internet Explorer 7.0 or higher (not AOL, Firefox, or Netscape).

If you are in the Precourse Self-Assessment and it will not allow you to choose an answer. The bubbles before each answer are not active; hover over the answer (it will be underlined) and click on the answer, not the bubble, to choose each answer.

**Q. How do I find out what version of Internet Explorer I have?**

- A. • Open Internet Explorer.
- Click on Help > About Internet Explorer. The display box will show the version and any updates.

**Q. How do I get Adobe Reader or Adobe Flash Player?**

A. The site contains PDF files. You need Adobe Reader to open these files. To download a free copy of Adobe Reader, go to [www.adobe.com](http://www.adobe.com).

**Q. Can I use another browser, such as Mozilla Firefox?**

A. The site may run on other browsers, such as Firefox, Safari, Chrome, etc., but support is not offered by our organization.

**Q. I cannot hear any sound. What do I do?**

A. Make sure the speakers are turned on and the volume is turned up. Check the Volume and Mute settings on your computer. Make sure Mute is not checked, and adjust the volume as needed. There are multiple ways to check these settings:

- Click on the speaker icon in your system tray.
- Go to Start > Settings > Control Panel > Sounds and Audio Devices > Volume. Make sure Mute is not checked. Then go to Advanced. Adjust the volume if needed and make sure Mute is not checked.
- Go to Start > Programs > Accessories > Entertainment > Volume Control.

Make sure the volume on the video is turned up. The volume control button is located at the bottom of the video window on the right.

**Q. The video doesn't play. What do I do?**

A. Verify that your computer has a Flash player (minimum required version) that is compatible with the file type on the site. Refer to system requirements (above) for more information. If the video does not play, check with your security administrator. Your system security settings or virus protection software may be the problem.

**Q. I cannot open any PDF files on the site. What do I do?**

A. Make sure you have Adobe Reader installed on your computer. If not, download Adobe Reader for free from [www.adobe.com](http://www.adobe.com).

**Q. I cannot play the video more than two, three, or four times. What do I do?**

A. Delete temporary Internet files in Internet Explorer by clicking on Tools > Internet Options > General > Delete files. Then click on OK. Close other programs running in the background. Restart your computer.

**Q. When I open the document, it is too small. How do I make it bigger?**

A. The document viewing size cannot be adjusted.

**Q. How do I advance the video, back up the video, etc.?**

A. Use the buttons on your media player to control the video. Windows Media Player has four control buttons (from left to right):

- Pause/Play
- Slider (left click hold and slide to advance or rewind)
- Volume control (left click on the marks to increase/decrease volume)
- Close button (indicated by the "X")

These control buttons are not available until the video has completely loaded.

**Q. The video often pauses or freezes for a few seconds. Why does this happen, and what do I do?**

A. This may be due to buffering. Please allow the video to buffer OR press Pause and allow a long enough time for the video to buffer.

**If you still have problems after trying these steps, and you believe the problem is with the website and not your computer, call 1-877-AHA-4CPR (1-877-242-4277) between 8:30 a.m. and 5:00 p.m. Monday through Friday for additional assistance. Please contact your computer manufacturer for assistance with issues related to your computer.**

## Other ECC Products

What system requirements do I need to use this CD?

Your computer system must meet the software and hardware system requirements for:

- BLS for Healthcare Providers Instructor CD ([http://www.heart.org/HEARTORG/General/BLS-for-Healthcare-Providers-Instructor-Manual-CD-System-Specifications\\_UCM\\_308647\\_Article.jsp](http://www.heart.org/HEARTORG/General/BLS-for-Healthcare-Providers-Instructor-Manual-CD-System-Specifications_UCM_308647_Article.jsp))
- Core Instructor Course CD ([http://www.heart.org/HEARTORG/General/Core-Instructor-Course-CD-System-Specifications\\_UCM\\_308652\\_Article.jsp](http://www.heart.org/HEARTORG/General/Core-Instructor-Course-CD-System-Specifications_UCM_308652_Article.jsp))
- ACLS Instructor CD ([http://www.heart.org/HEARTORG/General/ACLS-Instructor-Manual-CD-System-Specifications\\_UCM\\_308663\\_Article.jsp](http://www.heart.org/HEARTORG/General/ACLS-Instructor-Manual-CD-System-Specifications_UCM_308663_Article.jsp))
- PALS Student CD ([http://www.heart.org/HEARTORG/General/PALS-Student-CD-System-Specifications\\_UCM\\_308667\\_Article.jsp](http://www.heart.org/HEARTORG/General/PALS-Student-CD-System-Specifications_UCM_308667_Article.jsp))
- PALS Instructor CD ([http://www.heart.org/HEARTORG/General/PALS-Student-CD-System-Specifications\\_UCM\\_308667\\_Article.jsp](http://www.heart.org/HEARTORG/General/PALS-Student-CD-System-Specifications_UCM_308667_Article.jsp))
- PEARS® Provider Manual CD ([http://www.heart.org/HEARTORG/General/PEARS-Provider-Manual-CD-System-Specifications\\_UCM\\_308673\\_Article.jsp](http://www.heart.org/HEARTORG/General/PEARS-Provider-Manual-CD-System-Specifications_UCM_308673_Article.jsp))
- PEARS® Instructor Manual CD ([http://www.heart.org/HEARTORG/General/PEARS-Instructor-Manual-CD-System-Requirements\\_UCM\\_308675\\_Article.jsp](http://www.heart.org/HEARTORG/General/PEARS-Instructor-Manual-CD-System-Requirements_UCM_308675_Article.jsp))

### The CD will not start. What do I do?

1. Make sure your computer meets the system requirements noted above.
2. The CD is set to start automatically when inserted, but Autorun may be disabled on your computer. Try one of the following options:
  - If you use a PC (Windows operating system), right click on the CD drive and select Explore. Double click on PC\_start.exe to start the CD.
  - If you use a Mac, find and click on Mac\_start.

Remove the CD from the tray. You may need to close all applications. Open Internet Explorer first, and then insert the CD.

3. Try to run another CD. If you can run another disc, the problem is with the CD you received. If you cannot run another CD, the problem is likely related to the computer settings.
4. Make sure the window is open and maximized. Look for the BLS window at the bottom of the screen. Right click on it to maximize.
5. If you have problems loading the CD on a Mac, hold down the Command, Option, and I keys when inserting the disc.

### The CD plays, but it doesn't work right. What do I do?

There are thousands of answers to this question. Here are some basic troubleshooting steps to help you track down problems such as jerky playback, pauses, and error messages.

1. Update your drivers. Driver bugs are the biggest cause of playback problems. These problems range from freezes to bogus error messages about regions. Go to the support section on the website of your software manufacturer, such as Microsoft, and make sure you have the latest decoder drivers. Also make sure you have the latest drivers for your graphics adapter.
2. Empty your Temporary Internet Files folder. Go to Internet Explorer > Tools > Internet Options > General > Delete Files. Click on OK.
3. Turn off programs running in the background.  
In Windows, close or exit applets in the system tray (the icons in the lower right corner).  
In Mac OS, turn off AppleTalk, file sharing, and virtual memory.

**I am using the ACLS Student CD and I cannot access the ACLS Precourse Self-Assessment Test or make the Self Assessment Test work properly.**

1. Internet Explorer must be open before the CD is inserted. Remove the CD from the tray; close all other applications, then insert the CD.
2. Download “**Adobe Flash Player**” from [www.adobe.com](http://www.adobe.com) if you do not have it already installed on your computer. Restart the computer after you have installed the Adobe Flash Player
3. If you have a pop-up blocker, remove the CD from the tray, re-insert the CD while holding down the “Ctrl” key so Macromedia Flash can run.  
OR you can go to My Computer > Right Click On the CD-ROM drive > Explore> Double Click on PC\_Start or MAC\_Start
4. Make sure you are using Internet Explorer 6.0 or higher (Not AOL, FireFox, Mozilla or Netscape)
5. Check to make sure Active X Controls are enabled by going to Internet Explorer> Tools> Internet Options> Security Tab> Custom Level> Active X Controls and Plug-ins> Enable
6. Check to make sure “Allow Active Content CDs to run on my Computer” is checked by going to Tools>Internet Options> Advanced Tab> Security
7. If you are in the Self Assessment and it will not allow you to choose an answer:
8. The bubbles before each answer are not active; click on the answer, not the bubble, to choose each answer and proceed with the test.

**How do I find out what version of Internet Explorer I have?**

1. Open Internet Explorer.
2. Click on Help > About Internet Explorer. The display box will show the version and any updates.

**How do I find out if I have the correct service pack?**

1. Open Internet Explorer.
2. Click on Help > About Internet Explorer. The display box will show the service pack you have. “Service pack” is abbreviated “SP” and is followed by the version number (1 or 2).

**How do I obtain Adobe Reader?**

The CD contains Adobe Acrobat (PDF) files. You need Adobe Reader to open these files. To download a free copy of Adobe Reader, go to <http://www.adobe.com/products/acrobat/readstep2.html>.

**Can I use another browser, such as Mozilla Firefox?**

No, the CD works with Internet Explorer only.

**I can't hear any sound. What do I do?**

1. Make sure the speakers are turned on and the volume is turned up.
  2. Check the Volume and Mute settings on your computer. Make sure Mute is not checked, and adjust Volume as needed. There are multiple ways to check these settings:
    - o Click on the speaker icon in your system tray.
    - o Go to Start >Settings>Control Panel>Sounds and Audio Devices>Volume. Make sure Mute is not checked. Then go to Advanced. Adjust Volume if needed and make sure Mute is not checked.
    - o Go to Start > Programs > Accessories > Entertainment > Volume Control.
  3. Make sure the volume on the video clip is turned up. The Volume Control button is located at the bottom of the screen on the left.
- Please note that the Heartsaver Student CD intentionally does not have sound. There is nothing wrong with your computer or the CD if you do not hear sound.

**The video clip on the CD doesn't play. What do I do?**

1. Verify that your computer has a media player that is compatible with the file type on the CD. Refer to system requirements for more information.
2. Check whether Active X control is blocked:
  - o Open Internet Explorer.
  - o Choose Tools, then Internet Options.

- Select the Security tab.
  - Choose Internet.
  - Got to Custom Level
  - Check the Setting for Active X controls or plug ins. This can be changed to enable or disable depending on requirement.
  - Click Okay.
3. If the video clips still will not play, check with your security administrator. Your system security settings or virus protection software may be the problem.

**I cannot open any PDF files on the CD. What do I do?**

Make sure you have Adobe installed on your computer, otherwise download Adobe Acrobat Reader from [www.adobe.com](http://www.adobe.com).

**I cannot play the CD or components of the CD more than “two, three, four times”. What do I do?**

1. Delete "Temp Files" Internet Explorer > Tools > Internet Options > General > Delete Files. Click on OK
2. Close other programs running in the background
3. Restart the Computer

**If prompted, should I select Windows Media Player or QuickTime?**

If you are using a PC with Windows or Windows XP, select Windows Media Player.

If you are using a Mac, select QuickTime.

**I received a warning message when I inserted the CD. What do I do?**

You may receive the following warning: “To help protect your computer security, Internet Explorer has restricted this file from showing active content that could access your computer. Click here for options.” This warning alerts you that the file contains content that may harm your computer or disclose personal information. If you want to continue running the CD, click on the window and select “allow blocked content.”

Another window will pop up. Check the source of the CD. If you trust the source, click yes to access the blocked content.

**I received a message box asking “What do you want Windows to do?” Which action do I choose?**

1. Select Play using Windows Media Player.
2. Click on OK

**I see menu information on the screen, but nothing has opened. What do I do?**

Select the item you want to open. Hold the cursor over the topic and right click to select.

**How do I copy files from this CD onto my computer?**

1. Double click on My Computer.
2. Right click on this CD and click Explore.
3. Double click on the Contents folder.
4. Highlight or select files needing to be copied.
5. Drag the contents to your desktop.

**I cannot download or open files on the CD. What do I do?**

You must have the proper software to open the files. Check the system requirements on the CD for the minimum requirements.

- If the file name ends in .doc, you need MS Word.
- If the file name ends in .pdf, you need Adobe Reader. For a free copy of Adobe Reader, go to <http://www.adobe.com/products/acrobat/readstep2.html>

**When I open the document, it is too small. How do I make it bigger?**

Locate the Zoom button on your toolbar. This button shows the size (or percentage of full size) of the document on your screen. Click on the arrow to access the menu, and select a higher percentage. You can also specify your own size (e.g., 75%). Highlight the current size, enter a new one, and press Enter.

### **How do I fast forward, rewind, etc?**

Use the buttons in your media player to control the CD. Windows Media Player has 6 control buttons (from left to right): Pause, Stop, Previous, Next, Mute, and Volume.

### **When I click on Stop I get a menu. What do I do?**

Below is an explanation of each option. (You can also click on Help to access this menu.)

- **Stop** – automatically returns to the Main Title Menu
- **Exit** – leaves the application without ejecting the CD
- **Resume** – starts the clip from the point where it was stopped
- **Eject** – opens the tray to the CD drive
- **Settings** – manages your CD settings

### **Why does the picture alternate between light and dark?**

This variation may be an effect of Macrovision copy protection. It also could be due to the type of connection you have. There is nothing wrong with your CD.

### **The video clip often pauses or freezes for a few seconds. Why does this happen, and what do I do?**

A frequent cause of pauses and freezes is temporary Internet files. These files often are large. When many are stored on your computer, they can slow down your system. If a pause or freeze continues, empty your Temporary Internet Files folder. Go to Internet Explorer > Tools > Internet Options > General > Delete Files. Click on OK. A pause or freeze may also be due to the type of media player or the layout of the disc and is not caused by a defect.

### **The PowerPoint show on the CD will not play. What do I do?**

The PowerPoint shows are in PPT 2003. If you have Office 2000 or lower then it will not be able to read the shows. A free downloadable viewer is available from Microsoft. Go to [www.microsoft.com/downloads](http://www.microsoft.com/downloads), then click on Home and Office and choose PowerPoint Viewer 2003 to download.

### **When I click on Eject, the screen stays on my display. What do I do?**

Click Exit to close the window.

### **Is the CD closed captioned?**

No, the CD is not closed captioned.

### **How do I care for my CD?**

CDs are read by a laser, so they are resistant — to a point — to fingerprints, dust, smudges and scratches. But surface contaminants and scratches can cause data errors, so it's a good idea to take care of your discs.

- Handle only at the hub (inner circle) or rim (outer edge). Do not touch the shiny surface with greasy fingers.
- Store in a protective case when not in use. Do not bend the disc when removing it from the case. Be careful not to scratch the disc when placing it in the case or the tray. Make sure the disc is properly seated in the tray before closing.
- Keep away from radiators, heaters, hot equipment surfaces, direct sunlight (near a window or in a car), and other heat sources.
- If you notice problems when playing a disc, try cleaning it. Follow these tips:

Do not use strong cleaners, abrasives, solvents, or acids. Use a soft, lint-free cloth, and wipe gently from the hub (inner circle) to the rim (outer edge). The data is arranged circularly on the disc. By wiping from hub to rim, any scratches you create will cross more error correction blocks and be less likely to cause irreversible errors.

Do not use canned or compressed air. This kind of air can be very cold and may damage the disc.

To remove stubborn dirt or gummy adhesive, use water, water with mild soap, or isopropyl alcohol. As a last resort, try peanut oil. Let it sit for about a minute before wiping it off.

Commercial cleaning products are available. Choose a product labeled for use on CDs. These products can help protect from dust, fingerprints, and scratches.

**How do I replace a defective CD?**

If your CD needs to be replaced, contact the location where you purchased it, such as your training center or distributor.

**If you still have problems after trying these steps, and believe the problem is with the CD and not your computer, call 1-877-AHA-4CPR (1-877-242-4277) between 8:30 a.m. and 5:00 p.m. Monday through Friday, for additional assistance. Please contact your computer manufacturer for assistance with issues related to your computer.**

Please send any comments about this site to: [cprproductsupport@heart.org](mailto:cprproductsupport@heart.org).