

## 2Simple Spanish FAQ

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### **Q: I am unable to install the software**

A: 2Simple Spanish has many audio and video files; the install file is over 390MB in size – one of the largest for a 2Simple program. The time taken to install the program is potentially 5 minutes or more, depending on the speed of your computer. When you first insert the cd, you should get an “autorun” menu which presents you with 3 options – install 2Simple Spanish, install Adobe Flash Player, and browse the cd. If you click to install, you will get a window which appears with “**Preparing to install**”. This window will stay on screen for **a few minutes**, depending on your computer. The installation has not crashed – it is just copying the setup file to a temporary location on your local hard drive. After this, you should get the first installation screen appearing, asking you to click NEXT. Continue through the rest of the screens until the progress bar appears and the installation itself starts. **You will need to wait at least 1 minute before the progress bar starts to move**. Once the progress bar starts to move, you will have to wait a further few minutes until it completes. We regret that the installation process takes so long but this is unavoidable due to the size of the program.

### **Q: The program is not working as expected**

A: Make sure you have the latest version of Adobe Flash Player installed from [www.adobe.com](http://www.adobe.com)

### **Q: The videos (which display a mouth which says the words) are not playing back well.**

A: Within the program, press ctrl + shift + the letter “o” and choose QUALITY > LOW. If this still doesn’t help, right-click your desktop and choose PROPERTIES > SETTINGS > ADVANCED > TROUBLESHOOT. Set the hardware acceleration to be one less than the setting on which it is currently. Click Apply and OK. If you have tried both of the above and you still have problems, please check your hardware specs against [www.adobe.com/products/flashplayer/systemreqs](http://www.adobe.com/products/flashplayer/systemreqs) , paying attention to the section on video playback.

2Simple Software

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