

FREQUENTLY ASKED QUESTIONS – TECHNICAL HELP

I put the DVD in my DVD-player and it does not play, what is wrong?

- *Check that it is right side up.*
- *Ensure that it is clean and undamaged.*

I put the DVD in my computer and it does not play, what is wrong?

- *Check that it is right side up.*
- *Ensure that it is clean and undamaged.*
- *You have a CD-ROM drive but need a DVD drive on your computer, or*
- *Your DVD drive is old and does not support DVD-9 (dual layer disks)*
- *Your computer needs DVD-Player software and is configured to auto-play.*
- *There could be a conflict with too many media player software programs.*

I can play the DVD-Video but cannot figure out how to get at the DVD-ROM features. [This is also applicable to the coaches tool kit DVD-ROM.]

- *You have to use a computer to see the DVD-ROM features.*
- *Insert the DVD into the DVD drive of your computer.*
- *Let it autostart as if it was to start playing the DVD normally, then close/shut-down/quit the DVD player program.*
- *[On PC] Open MY COMPUTER and view all the drives; you will see the DVD; right-click on the DVD disk icon and choose EXPLORE from the drop down menu. You will see all the folders and files on the computer in a new window. Choose what you want to see by RIGHT clicking FOLDER and either OPEN or explore. Double left-click to run/display the file OR if that does not work run/display a file select it by RIGHT clicking and SEND TO the appropriate program (use QUICKTIME for audio-video (mp3, m4v, mov) files, use ADOBE acrobat for pdf, use your photo program for jpg, use your web browser for web (html files).*
- *TAO of SKIING is launched by clicking START.HTM in the Tao of Skiing folder.*
- *[On Mac] Double-click on the desktop DVD disk icon. You will see all the folders and files on the computer in a new window. Choose what you want to see by double clicking/opening the FOLDER. Double left-click to run/display the file, OR if that does not work run/display a file select it by RIGHT clicking and OPEN WITH to the appropriate program (use QUICKTIME for audio-video (mp3, m4v, mov) files, use ADOBE acrobat for pdf, use your photo program for jpg, use only the Safari web browser for web (html files).*
- *TAO of SKIING is launched by clicking START.HTM in the Tao of Skiing folder.*
- *The Coaches Tool Kit is meant for the video iPod or iPhone. Use iTunes to copy all the files from the DVD-ROM and then load onto the video ipod or iphone. On a Mac this is straight forward. There can be some configuration issues with itunes on Windows check www.apple.com for trouble-shooting. You can, also view the coaches tool kit material on your computer – follow the instructions for DVD-ROM content above. Note: the videos on the Coaches Tool Kit are compressed and resized for the ipod, and do not have multiple tracks nor features. For full size video, surround sound and multiple tracks/angles purchase the regular DVD video versions of these titles individually.*

