



DVD TROUBLESHOOTING TIPS

The "Freedom Machines" DVD and its accompanying materials have been designed to be as accessible and usable as possible to people in multiple and varied environments.

Reliable playback of this and other DVDs cannot be guaranteed on all DVD players and computers. Some software, graphics cards, or screen-reading programs may create conflicts or operating problems.

Below is a list of web sites that may be helpful in troubleshooting DVD operating problems. For more information, please consult your DVD player manufacturer or computer manufacturer.

Most complications will occur when trying to play the disc on a PC. Most Mac computers will not have difficulties.

The following web sites have some useful troubleshooting tips for PC users:

•**Microsoft Help and Support page:**

"Resources for Troubleshooting DVD Problems in Windows XP"

Assists in using the DVD Troubleshooter that is included in Windows XP Help and Support Center, and provides a list of online support services that may help you solve your problem:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;q308012>

•**Dell Computer Support page:**

"How do I troubleshoot my DVD in Windows XP?"

Outlines basic troubleshooting for common DVD problems, including factors affecting DVDs and troubleshooting the DVD:

<http://support.dell.com/support/topics/global.aspx/support/kb/en/document?c=us&DN=1065869&l=en&s=gen>

•**Intel Computer DVD Software Troubleshooting page:**

<http://www.intel.com/support/graphics/sb/CS-020200.htm>

Links to the **update** pages of some DVD playing software:

•**Cyberlink (PowerDVD):**

<http://www.gocyberlink.com>

•**InterVideo (WinDVD):**

<http://www.intervideo.com/jsp/Home.jsp>

•**Sonic (CinePlayer)**

http://www.sonic.com/products/Consumer/play.aspx?o_src