

Help Guide for Articulate

The Articulate software creates narrated PowerPoint presentations. The software converts the PowerPoint slides to Flash, which is already installed in 98% of Web browsers. Articulate will automatically check to determine whether you have a recent version of Flash installed on your computer. If you do not, you will receive a security message asking whether you want to download content from Macromedia. If you click “no,” the update will not install, and you will not be able to view the presentation.

Several factors affect the quality of the audio and video as well as the speed at which the presentation runs. You will likely experience extreme delays in downloading the presentations if you access the Internet via a dial-up connection. Other users may experience a momentary delay as well. The audio or video may be somewhat distorted if your computer does not have recent video drivers installed. For these reasons, if you do not have access to another computer, contact your local unit to learn about alternative methods for obtaining this presentation.

The information below may be useful should you experience technical difficulties.

Audio

No audio (and your computer has never played audio)

To hear the audio portion of the presentation, your computer will require speakers. If there is no sound from the speakers, check that the speaker cable is plugged into the audio out port on your Central Processing Unit (CPU). The audio out port may be marked with a symbol similar to ((•))→.

Audio is distorted, audio and video are out of sync, or voices sound like “Minnie Mouse”

Your computer may not have the most recent video drivers installed. If the computer is owned by the Red Cross, call the User Support phone number provided to your unit. For personal computers, please refer to the owner’s manual provided with your computer.

Video

Video takes a long time to load or stops periodically

This may be due to the speed of your connection to the Internet. Dial-up users are likely to experience these issues. Other users may periodically experience difficulties caused by slow download speeds from their local service provider.

Video and audio are out of sync or distorted

Your computer may not have the most recent video drivers installed. If the computer is owned by the Red Cross, call the User Support phone number provided to your unit. For personal computers, please refer to the owner’s manual provided with your computer.