2Simple French FAQ

For the latest version of this document please go to www.2simple.com > support

Q: I am unable to install the software
A: 2Simple French has many audio and video files; the install file is over 420MB 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 French, 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

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 (you'll need the latest version for this option to work. If you do not have the latest version, contact 2Simple). 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 , paying attention to the section on video playback.

Q: "runtime error 2147319779 (8002801d) automation error, library not registered."
A: Please install the latest Adobe Flash Player from www.adobe.com

Q: "Run-time error '339': Component 'Flash10b.ocx' or one of its dependencies..."
A: Please install the latest Adobe Flash Player from www.adobe.com

2Simple Software
support@2simple.com
020 8203 1781
Last updated 22 Oct 2010