



# Compatibility and help with reading files

## I don't have MS Office PowerPoint on my computer, how can I open the Interactive Manual?

If you don't have PowerPoint on your computer please download a free PowerPoint Viewer online at: [www.microsoft.com/download/en/details.aspx?id=13](http://www.microsoft.com/download/en/details.aspx?id=13)

Microsoft PowerPoint Viewer lets you view full-featured presentations created in PowerPoint 97 and later versions.

Alternatively, you can download a free version of Open Office (a free open source software suite for word processing, spread sheets ...etc.), equivalent and compatible with MS Office suite.

Open Office is compatible with different operating systems such as Windows, Mac OS and Linux. To download this suite please visit: [www.openoffice.org](http://www.openoffice.org)

## I am a Mac user; will I have problems using this Resource Pack DVD?

This Resources Pack DVD includes different type of file formats:

- Word 1997-2003
- Adobe PDF
- PowerPoint Show 1997-2003 (non editable)
- Video files (.wmv format)
- Audio files (.wav and .mp3 format)
- Pictures (.jpg and .png)
- Publisher files (.pub format). Overall very rarely used in the Resource Pack DVD.

It has been tested on Mac and proved to be working fine provided that you have reasonably up-to-date versions of Adobe Reader and media players. The videos are the most likely to cause trouble. If you cannot view the videos please visit our website: [www.bats.org.uk/batsforall](http://www.bats.org.uk/batsforall)

## Why can't I open Pdf files?

Many factors can prevent a PDF from opening in Adobe Reader or Acrobat.

Some factors include:

- damage to the PDF
- damage to the Reader or Acrobat installation or update
- or an out-dated version of Reader or Acrobat.

To download a free version of the latest Adobe Acrobat Reader, please visit:

<http://get.adobe.com/uk/reader>

## Why can't I open audio or video files?

There are three types of media files in the Resource Pack DVD:

- .mp3 files and .WAV files (sound files)
- .wmv files (videos)

Your computer may have some trouble opening certain media files. Make sure you have downloaded the latest version of your favourite media player (for example Windows Media Player or QuickTime).

Alternatively, you can download a free media player, called VLC player, which plays a wide range of media files and have more up-to-date codecs, small pieces of software which allows you to watch videos or listen to music of a specific format.

To download VLC player, please visit: <http://www.videolan.org/vlc>