EZ maintenance
Maintenance Software for Equipment and Vehicles

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What to do if your video demonstration CD does not work

Verification of system requirements:

- Verify you meet the minimum system requirements:

  500MHz CPU
  128MB RAM
  Sound Card
  Speakers
  OS: Windows 98/NT/2000/XP

- Attempt to play the CD in another PC meeting the minimum system requirements, should the first fail to load properly.

Video does not automatically start:

- If the demo menu does not pop up within a minute or so you may need to manually start it.

    1. Press the Start button, select *Run* and type *explorer* in the box and select OK.

    2. Click on the icon labeled *My Computer* in the left pane, and look for the icon labeled *EZ Maintenance D* in the right pane.

    | EZ Maintenance D (D:) | Compact Disc | 634 MB | 0 bytes |

    3. Right-click the icon and select *Explore*.

4. Double-click on the *Launch* file.

▶ Launch.exe   124 KB   Application

5. The EZM demo screen will show up.

- If you are still having trouble getting the menu to appear, you may view the video files manually.
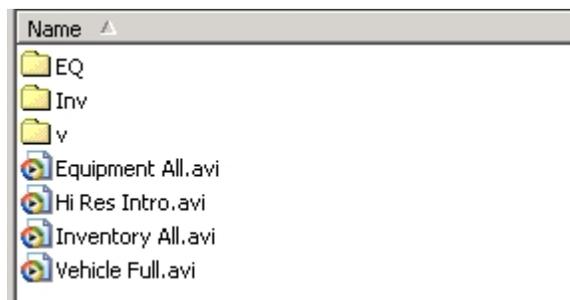
    1. Press the Start button, select *Run* and type *explorer* in the box and select OK.

    2. Click on the icon labeled *My Computer* in the left pane, and look for the icon labeled *EZ Maintenance D* in the right pane.

    EZm EZ Maintenance D (D:)   Compact Disc   634 MB   0 bytes

    3. Right-click the icon and select *Explore*.

    EZm EZ Maintenance D (D:)
    | **AutoPlay** |
    | Open |
    | Explore |

    4. Enter the Folder labeled *Video*.

    5. You will see a list of video files.

    | Name △ |
    | EQ |
    | Inv |
    | v |
    | Equipment All.avi |
    | Hi Res Intro.avi |
    | Inventory All.avi |
    | Vehicle Full.avi |

    6. You may now double-click any of these to begin watching them.

Trouble With Audio/Video Output:

Video Problems:
- If you are getting improper or no video at all you may be lacking the proper codec. The codec installer is located in the Bin folder on the CD as TSCC.exe. You may need Administrator rights in order to install this file. To install it:

  1. Press the Start button, select *Run* and type *explorer* in the box and select OK.

  2. Click on the icon labeled *My Computer* in the left pane, and look for the icon labeled *EZ Maintenance D* in the right pane.

 | EZ Maintenance D (D:) | Compact Disc | 634 MB | 0 bytes |

  3. Right-click the icon and select *Explore*.

  4. Enter the folder labeled *Bin*.

  5. Double-Click the TSCC.exe file to install the codec (a reboot may be required).

Audio Problems:
- If you are having issues with hearing the audio, you may need to check your volume settings.

1. This menu can be opened by either:

   Double-clicking the speaker icon, located at the bottom of your screen.
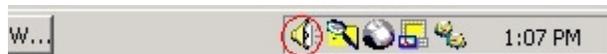
   **OR**

   Select *Start*, *Settings* then *Control Panel*.

a. Select the button labeled *Sounds and Multimedia* or *Sounds and Audio Devices*.
b. Select the audio tab at the top and select *Volume* underneath your preferred sound playback device. If no device is listed, you do not sound capabilities on your machine, or it may require additional configuration by your technician.
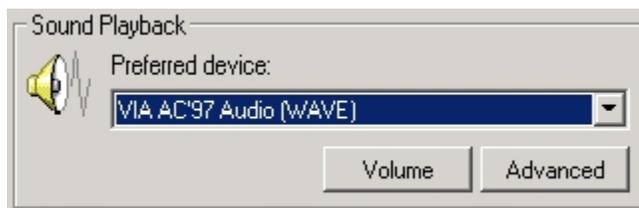
c.

2. Now that we have the appropriate window open, make sure that the main volume control and the Wave volume control are not muted and are at a reasonable volume.
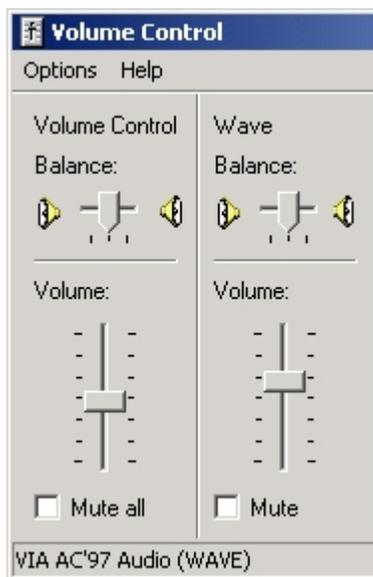
3. If you still cannot hear the audio, slowly increment the volume up to maximum.

Contact:

If you are still experiencing problems with your demonstration cd, please call our technical support department at 818-574-3970 or E Mail us at support@linkitsoftware.com