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WVC ENCORE® GUIDELINES

Thank you for purchasing WVC ENCORE®. These guidelines were developed to assist those who are having problems playing their DVD-ROM's. Please take the time to read this entire document.

The following are the minimum system requirements for playing ENCORE on your computer. **You must have this hardware and operating system on your computer** in order to play the DVD-ROM:

1. For Windows users
 - a. Pentium 4 processor or better
 - b. DVD-ROM drive
 - c. 1024x768 (24 bit color) resolution
 - d. 16 bit sound card
 - e. Windows XP or Vista Operating System

2. For Mac users
 - a. Power Mac G5 or Intel Mac
 - b. DVD-ROM drive
 - c. Universal compatible MacOS 10.4 or higher

In addition, **you must have an internet connection, the latest version of the QuickTime player application, and the latest version of Internet Explorer installed on your computer. For Mac users you must have the Mozilla Firefox and/or Safari browsers installed.**

For PC users. If you are unsure about the necessary requirements open the control panel on your computer and click on system properties. Under the "general" tab you will find the following information about your computer:

1. Name and version of operating system (OS)
2. Registration number
3. Model of computer
4. Processor (CPU) and speed
5. RAM

To find out what kind of optical drive you have look on the front of the player. It should have the symbol "DVD R/RW".

For Mac users who wish to check their requirements, select "About this Mac" under the Apple menu and then select "More Info".

If you meet all the system requirements and your ENCORE DVD still will not play please call our Technical Manager at 702-443-9239 or e-mail him at dmiyahara@wvc.org