

MPDS v11.3 PowerPoint Update Guide FAQ/Troubleshooting Document

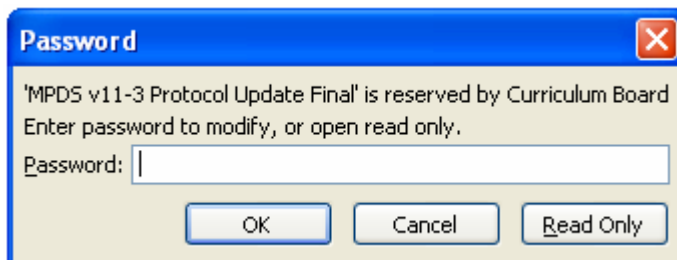
The MPDS v11.3 PowerPoint Update Guide was released, for free, by NAED and PDC as a good faith training tool. It is a Microsoft PowerPoint 2003 file which is the most common presentation format. Neither PDC nor NAED have the ability nor expertise to support Microsoft PowerPoint. If you are encountering problems with your PowerPoint or formatting of this file, you will need to contact your local Information Technology group/department or Microsoft directly. Below are couple helpful hints that we have discovered with some of our users.

File Format:

The presentation was saved as a PowerPoint Show (.pps). This means when you click on the .pps file (MPDS v11-3 Protocol Update Final.pps) that the presentation opens in Slide Show mode. All you have to do to proceed through the presentation is click on the arrow in the lower right hand corner of the screen or just click anywhere on the screen to navigate through the slides. The file is large so it usually takes five seconds or so to open after clicking on the file to open it.

Password Dialogue Appears:

If you open it through your PowerPoint application by selecting **File|Open** from the Menu Bar. If you do so you will get the following Password dialog box:



The Password allows people to open the file and then modify the contents or copy some of the contents. We would prefer they don't do that, hence the password protection. If they click on the **Read Only** button (no password necessary) the presentation should open in Read Only mode which allows them to play the presentation but not to modify it. Some have reported getting a Password dialog box but with only **OK** and **Cancel** buttons showing.

PowerPoint does not Support Format:

Some users have reported that they get messages that PowerPoint does not support the presentation and the presentation will not open. You can try to download the latest PowerPoint Viewer (it's free and available at <http://www.microsoft.com>)

Appears in a Foreign Language or Without font:

Some users have reported that the program has opened but appears to be in a foreign language. That could be a font problem. Usually this happens when a person does not have the correct fonts on their computer, PowerPoint will replace the font with one that is on your computer that is similar.

The font's used in the presentation are, Futura XBlk BT and Futura Hv BT. If you cannot get these fonts, there is a PowerPoint file that has the fonts embedded in it available for download at the FTP site below:

11.3 PowerPoint FTP site

with FTP enabled browser: <ftp://powerpoint113:powerpoint@www.pdcftp.com/>

with FTP program hostname is: pdcftp.com

username: powerpoint113

password: powerpoint

Again, we hope this is a helpful tool in your transition to version 11.3 and regret not being able to provide the additional application support, but hope these FAQs and your regular support processes will lead to success.