

Online Training FAQs

Do the online tutorials work with Microsoft Windows Vista as the operating system?

Currently the IPIX viewer is not compatible with Windows Vista, and works only under Windows 95, 98, NT, ME, 2000 and XP. If possible please use a computer running a different operating system if you are using Windows Vista. We will update the IPIX Viewer once it is available to us from IPIX.

When I click on the Online Tutorial link, I don't see anything. What am I doing wrong?

This means you have a Pop-up blocker on your computer. When you click on the Online Tutorial link, the tutorials will appear in a new window. If your Pop-up blocker is enabled you will not be able to view the tutorials. Disable your Pop-up blocker while you visit our site, or add our website address www.parrinspections.com to your Pop-up blocker "safe list". Hint: some Pop-up blockers allow you to hold the ctrl key down while clicking on a link to override the blocker for that link only.

The beginner tutorial works fine, but the picture of the house doesn't come up when I load the Intermediate or Advanced tutorials?

The Intermediate and Advanced tutorials use the IPIX plug in. If the picture of the house doesn't load, then your computer did not download the IPIX plug in directly from the tutorials page. Please click on the IPIX link below in the system requirements. Make sure to download and run the plug in.

My computer keeps timing me out, what should I do?

You have an unlimited amount of time to complete the Online Tutorials. However, they are connected to our servers. A timed out occurs because of a loss of connection to our server that is the effect of either
a) you are using wireless or some other unstable internet connection which causes you to lose connection to our server; or
b) you are inactive (you hadn't clicked or moved your mouse) for 20 minutes an extended period of time 5 or so minutes. A timed out error will cause you to lose all information that you entered on the tutorial at that point. The error should resolve itself the next time you click on the tutorial link. However, if it doesn't and you continue to get an error, even though you have resolved the above, then your computer saved that corrupt tutorial in its Temporary Internet Files that must be deleted.

What are the system requirements to run the Tutorials?

Your computer will need the plug-ins listed below, and Internet Explorer (IE) version 5.5 or higher. If you don't have these, you can click on the links below to download and install what you need. If you try to start the tutorial without these, your computer should prompt you to install them. (It may take up to 30 seconds for the plug-in download prompt to show up in your IE browser after the Select Tutorial button is clicked, but you can avoid that by downloading what you need from this page before proceeding.) You can usually run the tutorial using a slower computer; however, for best results your computer should meet these minimum specifications:

- Modem: 56K or higher
- Browser: [Internet Explorer 5.5 or higher](#)
- Flash Player: [Macromedia Flash Player 6.0 or higher](#)
- iPIX Plug-in: [iPIX Immersive Plug-in](#)
- Windows version: Windows 95, 98, NT, ME, 2000, or XP
- Processor: Pentium II or higher
- Memory: 64MB RAM or higher

- Hard drive: 100M of free space or higher

My computer meets the system requirements and I still can't run the tutorial. What else can I check?

Be sure your computer is setup to properly handle the PaRR tutorial. Check these settings:

- Pop-up blocker: Be sure you have your pop-up blocker disabled.
- Firewall pop-up blocker: Be sure you have your pop-up blocker disabled in your firewall.
- Cookies: Be sure that your Privacy Settings in Internet Explorer allow cookies..

Why is my Palm Pad screen blank?

Your system does not meet the minimum requirements (see the system requirements question above).

Why can't I toggle to the Palm Pad screen?

Your system does not meet the minimum requirements (see the system requirements question above).

How do I install the latest version of the Flash Player?

To install or reinstall the latest Flash Player you must first uninstall both the Shockwave and Flash players, then reinstall the Flash player designed for your browser. The un installer and installer programs can be run directly from the [Macromedia website](#). Click the link next to each product to run the program, then follow the prompts. The programs should be run in this order for best results: 1) Shockwave uninstall, 2) Flash uninstall, then 3) Flash install.

If I was able to view the ACEII version of the Tutorial, why am I having problems with the ACEIII version?

You need to download the latest version of the Flash player. Refer to the previous question for more details.

Why can't I download the latest version of the Flash Player?

Be sure your security settings allow you to download and play ActiveX content. In Internet Explorer, your Security setting should be set to Medium. To change this, go to Tools/Internet Options/Security. Click Default Level and set to Medium.

Where can I find additional support for Shockwave/Flash players?

Visit the Macromedia Frequently Asked Questions page at:
<http://www.macromedia.com/support/shockwave/ts/documents/playerfaq.htm>

Why does the tutorial take so long to start?

Please allow enough time for the tutorial to completely load before diving in. This allows all the rooms of the house to load at the beginning, thus providing a seamless transition while navigating through the damages.

How do I use iPIX?

For additional assistance with the iPIX plug-in, you may refer to the tutorial help file. A link to this help file is available from inside the tutorial.