





Digital Frog International Downloads  
Frequently Asked Questions

<p>I did not specify Mac or Windows when I ordered – how will DFI know to send the right version?</p>	<p>The download page allows you to choose Mac or Windows programs – if you have a license for more than one computer, you can download both and install on both platforms.</p>
<p>Where is the program I just downloaded?</p>	<p>That depends on the set up of your computer – most have a default Downloads folder/directory. If you cannot find it, search on the name of the program.</p>
<p>Do I need to run an installation program?</p>	<p>Yes, on Windows computers; you will need to run the relevant setup.exe and follow the instructions. The short cut will be placed on the desktop, other files will normally be placed in C:\Program Files (x86)/DFI Software.</p> <p>No, on Macintosh computers; you will need to expand the .dmg (disc image) and copy the files to wherever you want to store them.</p>
<p>When do I need to enter the license code you sent me?</p>	<p>You will be prompted for an email and license code when you launch each program on each computer.</p> <div data-bbox="729 1077 1232 1518" data-label="Image"> </div> <p>If you do not have a license code, you can request a 24 hour trial.</p>
<p>I understood that printable workbook materials were included, how can I find them?</p>	<p>They are in a folder/directory called Support Materials; student materials can be opened freely, for teacher materials you will need to enter the password supplied when you purchased the program.</p>

<p>Are there any short cut keys I should be aware of?</p>	<p>Yes:</p> <ul style="list-style-type: none"> <li>• H for Help</li> <li>• M to access the concept map</li> <li>• F to quickly access key topics</li> <li>• R to have the text read out</li> <li>• Cmd Q (Mac) or Alt F4 to Quit</li> </ul>
<p>I noticed the cursor changes shape sometimes – does this mean something?</p>	<p>Yes:</p> <ul style="list-style-type: none"> <li> Click to return to previous screen</li> <li> Click to display a definition</li> <li> Click to perform an action</li> <li> Click and drag to dissect</li> </ul>
<p>Are there any other features I should be aware of?</p>	<p>Yes:</p> <ul style="list-style-type: none"> <li>• Click on any word for a context-sensitive definition</li> <li>• Click on text headings to expand or contract the text</li> <li>• Click on the speech icon on significant word to hear a spoken pronunciation</li> <li>• Press the back arrow to go back one screen</li> </ul>
<p>I am not sure what licensing to purchase; where can I find info on the various options?</p>	<p>Check out our Licensing 101 page:  <a href="http://www.digitalfrog.com/order/licensing101.html">http://www.digitalfrog.com/order/licensing101.html</a>  or call a frog lady (1-800-621-FROG or +1-519-766-1097)</p>
<p>A message pops up "You are not connected to the internet" but I am what can I do?</p>	<p>Some school districts block sites from accessing the computers in the schools. Make sure digitalfrog.com is in the "allowed site" list in your Firewall protection program.</p>
<p>I entered the code you sent me but received a message indicating that the license code could not be found - what can I do?</p>	<p>If your default font does not show the difference between the number 1 and the letter L, you may have entered it incorrectly. Try copying and pasting the whole license code.</p>