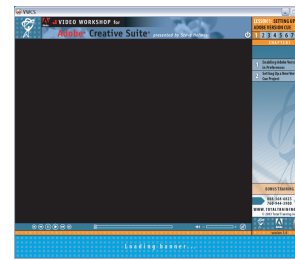


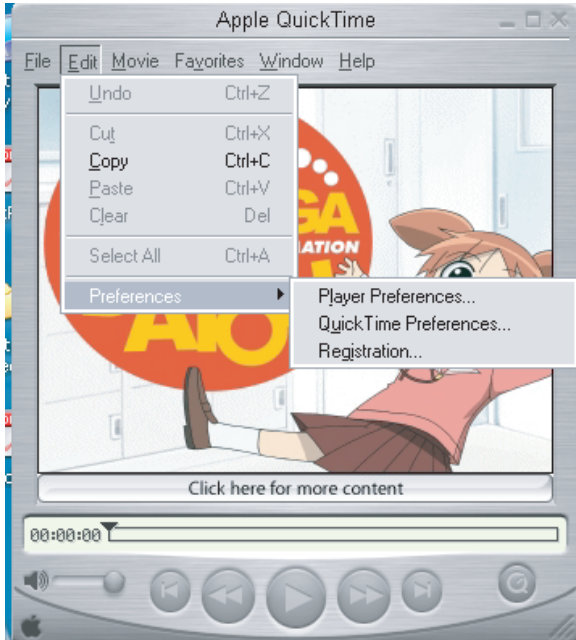
Problem: Audio plays fine but no video
 Error/OS: No error. Windows 98, 2000, XP
 Product: Adobe Creative Suite Video Workshop
 Adobe Photoshop CS Video Workshop
 Adobe Illustrator CS Video Workshop
 Adobe Indesign CS Video Workshop
 Adobe Golive full training
 Adobe Acrobat training



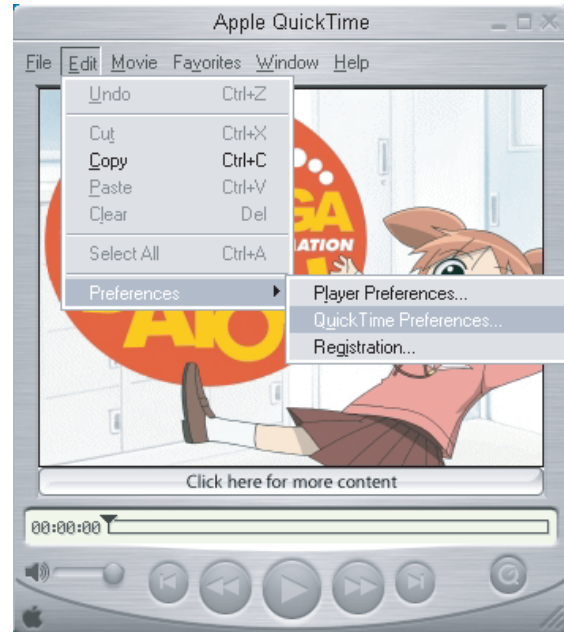
Problem example

Solution:

1. Open Quicktime



2. Go to edit preferences - - ->quicktime preferences. click on the drop down menu and choose about quicktime. Insure that you Quicktime 5.5 or greater. If not click here to download quicktime 6.5 or download it at www.quicktime.com



3. Go back to the drop down menu and choose video settings.

4. Select safe mode.

