

## Firefox help guide.

Should your CDs/USBs not run perfectly as intended, this guide should help you to fix most common problems that that you may encounter.

If you are encounter one of the problems listed, simply go to the corresponding number in the document.

(This document was put together on Windows 10 with Firefox version 54.0.1 and adobe flash player version 26).

1. [Check that Flash and Acrobat Reader installed.](#)
2. [No image appears when click on a button](#)
3. [No toolbar on the pdf viewer.](#)
4. [No Global Settings on the right click.](#)

1. Always check that you have “adobe flash player” and “adobe acrobat reader” installed first.

To do this, double click index.htm – if an image appears – then you have adobe flash player.

Navigate to the CD. To do this easily – rather than looking for My Computer on the desktop, press and hold the windows key on the keyboard (most keyboards have this) and press the “R” key.

In the run dialog box that appears, type “explorer” (without the speech marks). Click on “This PC” on the left hand of the window that has opened.

Find the CD/USB drive, right click and select Open.

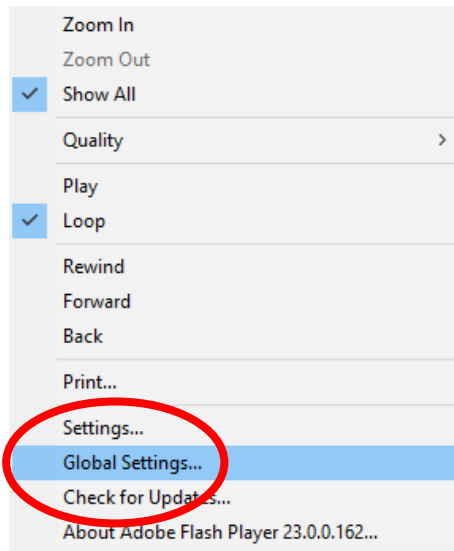
The pdfs are in a long list on a CD (or on the newest CDs or USBs, they are in a numbered folder (for example 466). Find a pdf and double click one. This should open in Acrobat Reader.

If any of these items are not installed, then install them now.

2. If the interface runs, but when you click on an image, nothing happens, you need to change the global settings.

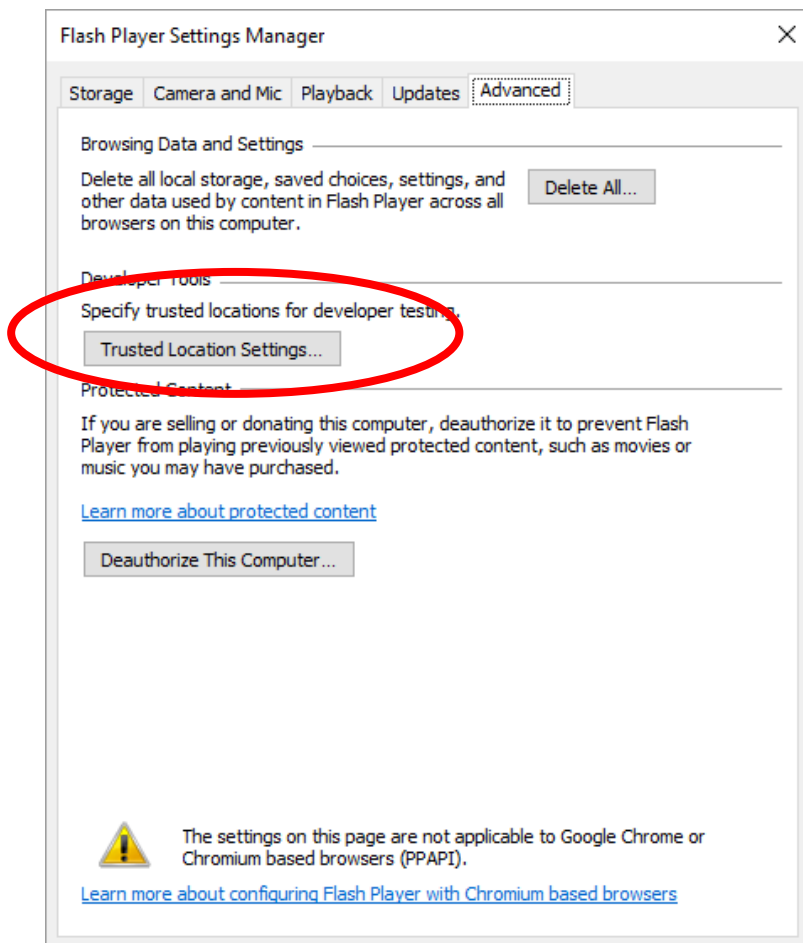
Click your right mouse button and the following popup menu will appear.

Choose Global Settings...

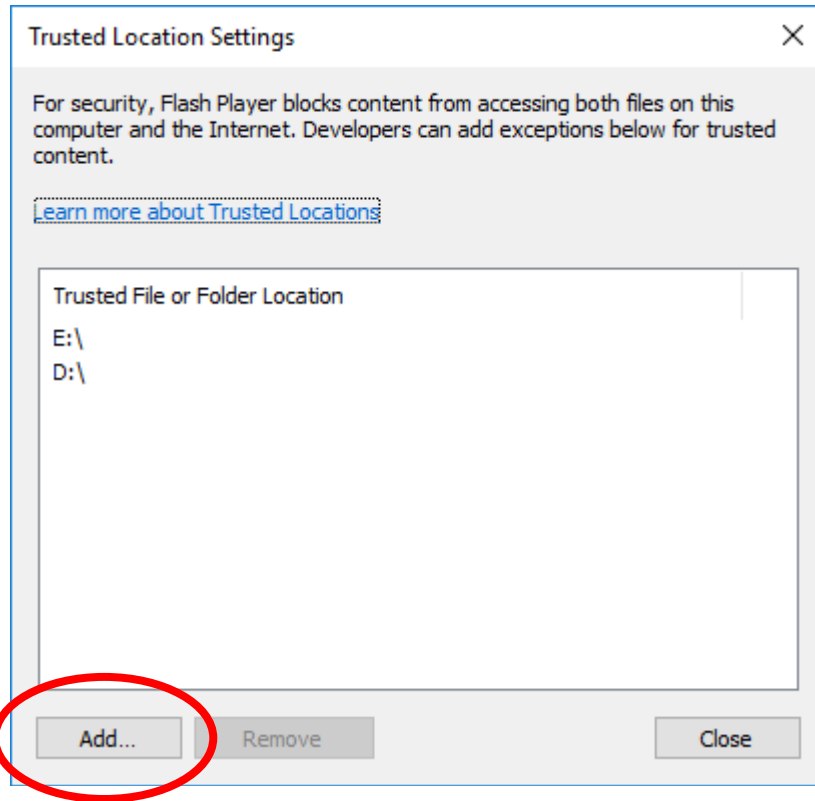


The following window will open. Click on the Advanced tab.

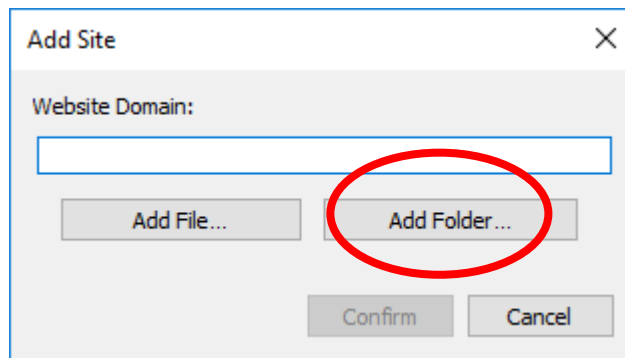
Click the “Trusted Location Settings...” button.



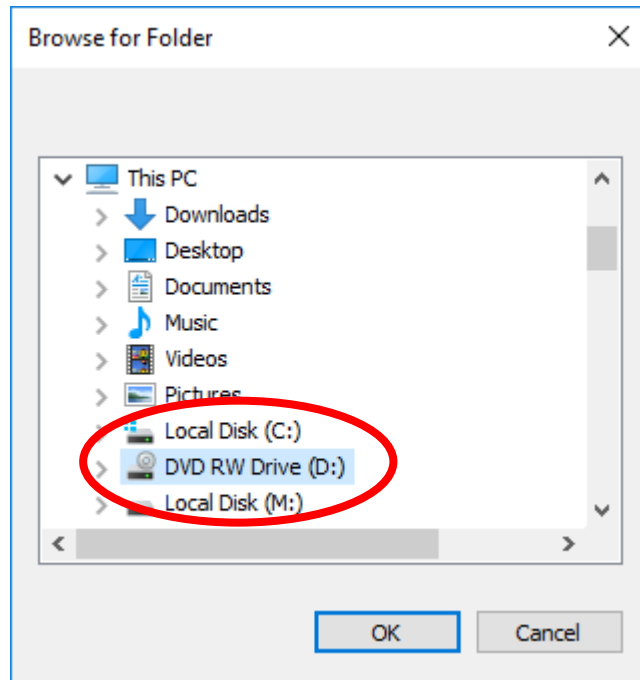
In the next box that pops up, click the “add” button at the bottom.



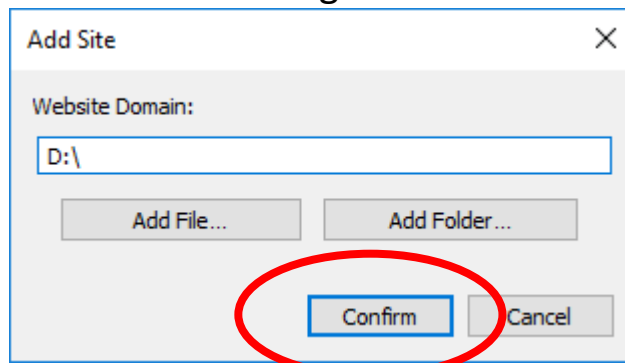
In the next box that appears, click the “Add Folder...” button.



From the dialog box that appears (which will show a list of all of your drives on your computer) click once on your CD or USB drive and then click ok.



The dialog box should then look like the image below:



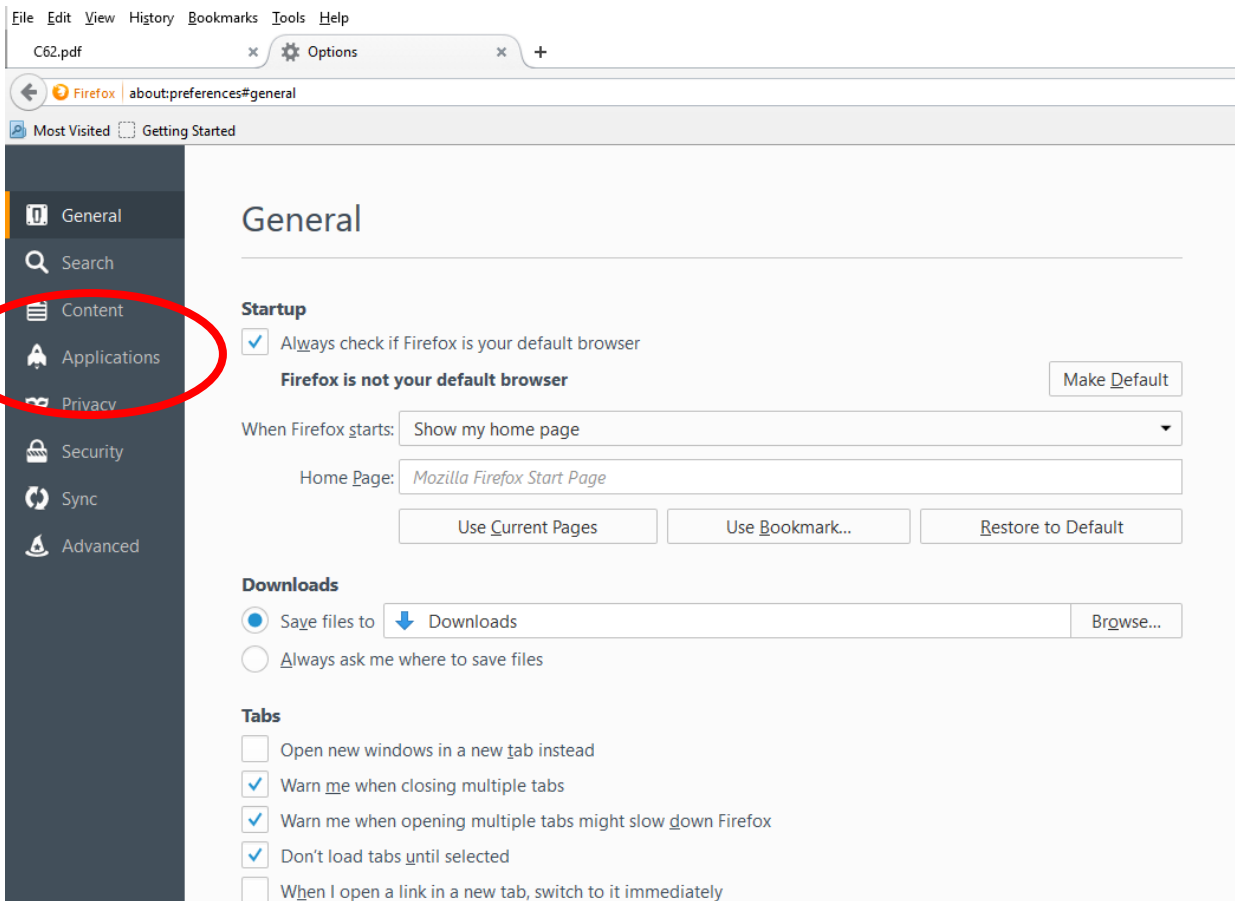
Click the Confirm button.

You can now close all of the open windows, including Firefox and restart the CD/USB.

3. No toolbar on the pdf viewer.

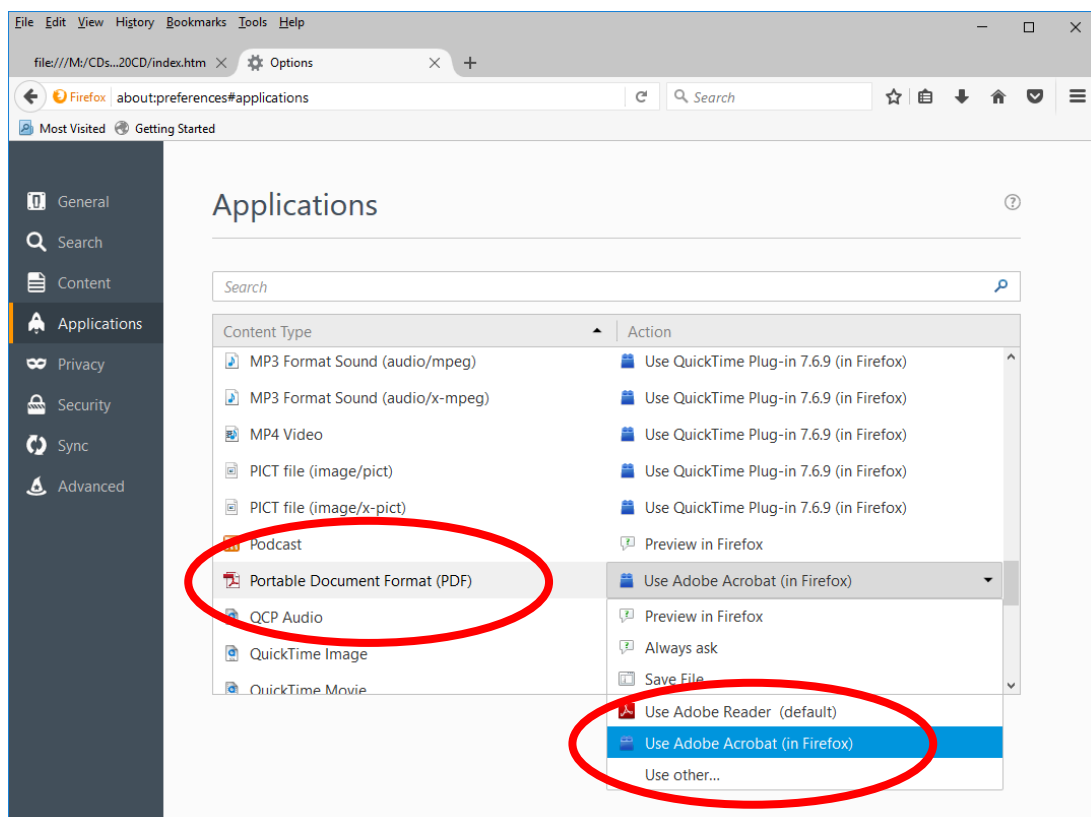
If there is no toolbar on the pdf viewer, you are probably using Firefox's built in pdf viewer rather than Adobe Acrobat Reader.

To change this, First open Firefox, then from the menu at the top, click tools, then select options. A box will appear (see below)



Click on the applications button on the left hand side of the screen.

You then need to scroll down to Portable Document Format (PDF) then click the Action part on that line in order to access the pull down menu.

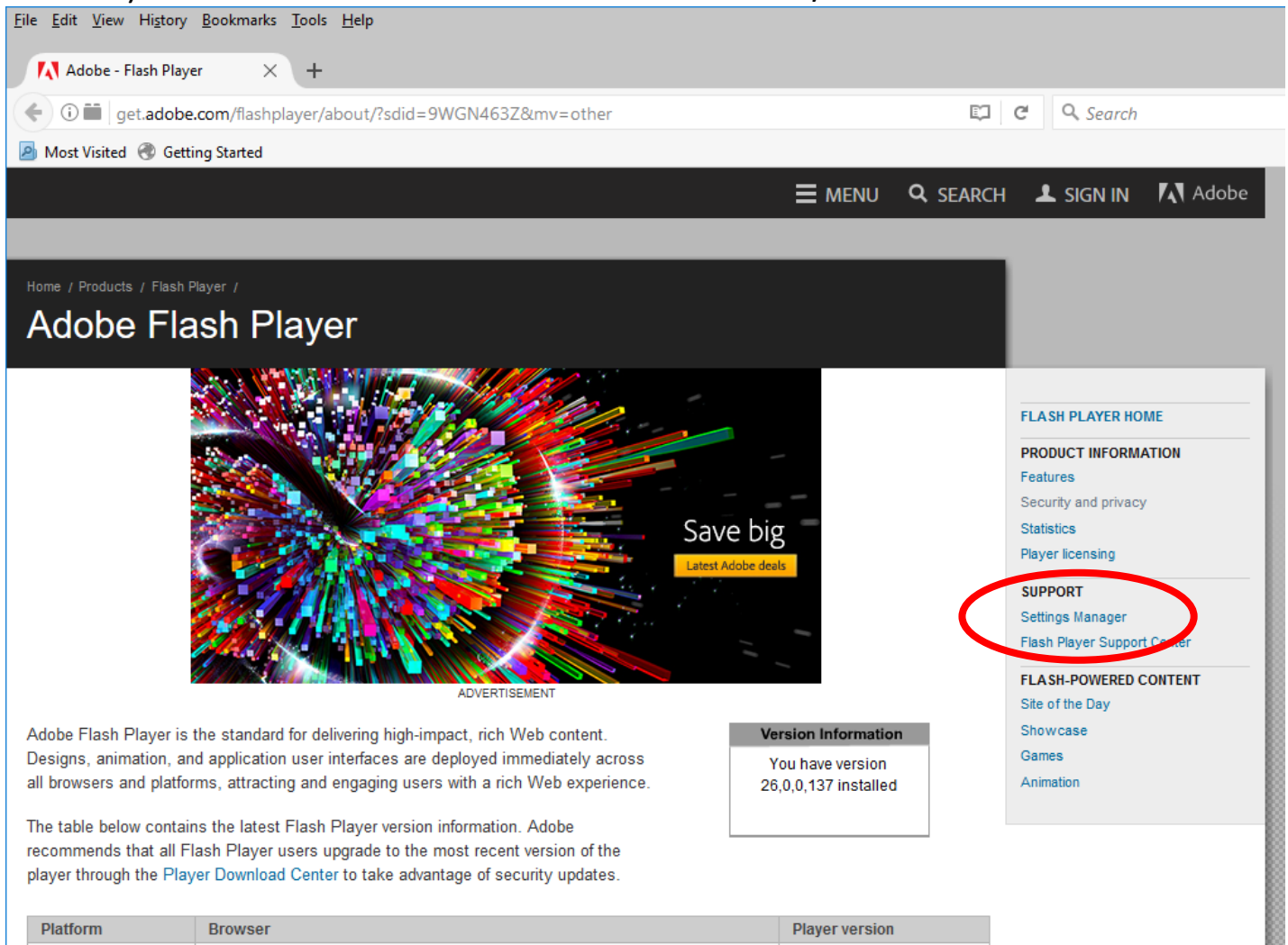


In the pull down menu select 'Use Adobe Acrobat (in Firefox)' then you can close the options tab..

Now the PDF document should display correctly in the Adobe Reader plugin.

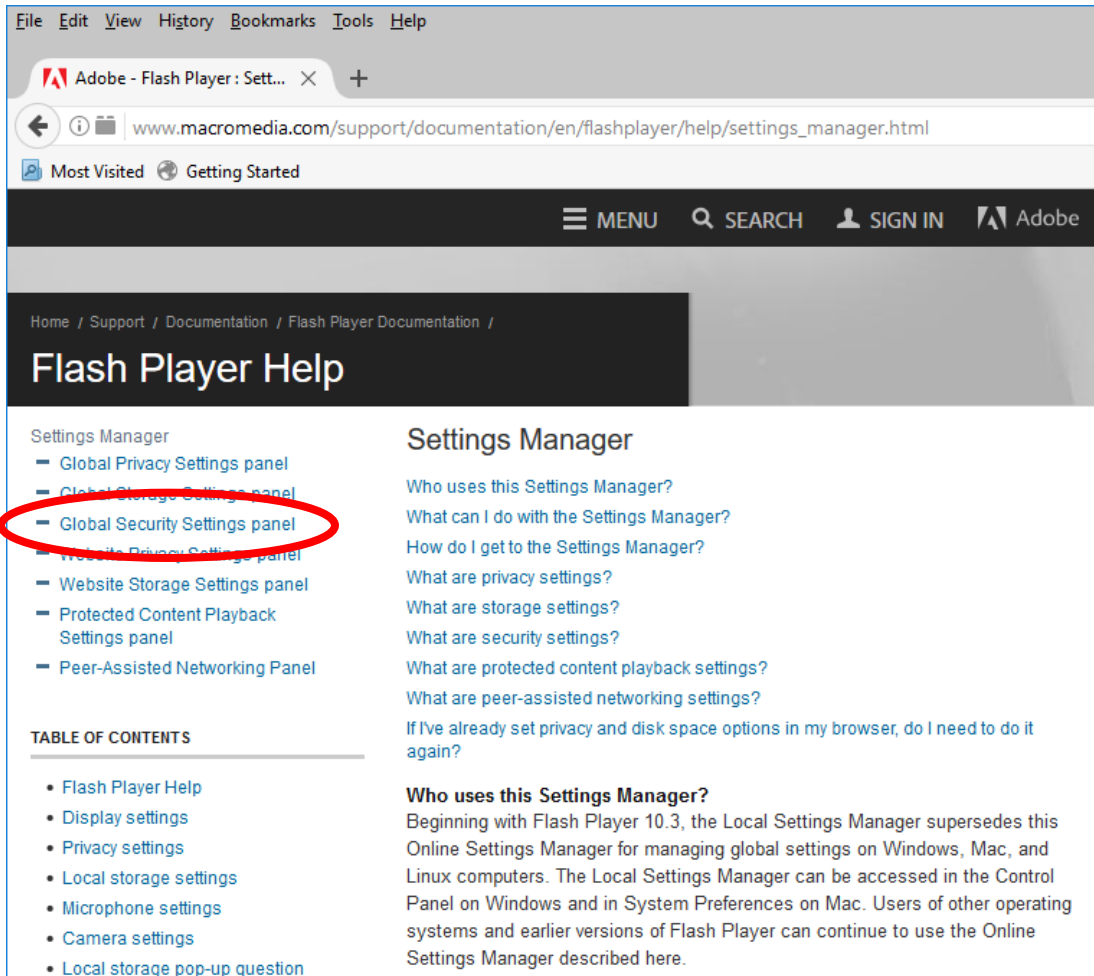
#### 4. No global settings option on the right click.

When you right click in order to go to global settings and the there isn't a global settings option, instead, click on "About Adobe flash player xxx" (where x is your version number). You will then be taken to the macromedia/adobe website.

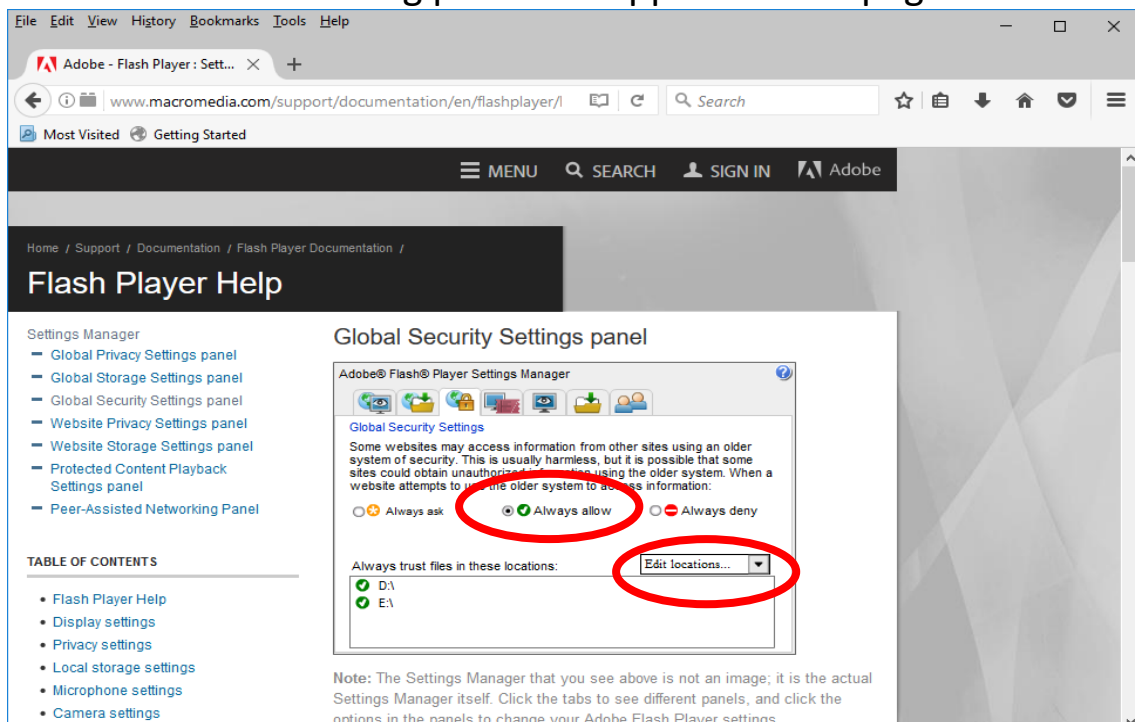


Click on the Settings Manager option (see pic above)

The following web page will open. Click on the Global Security Settings option.



The following panel will appear on the page.



Click on the always allow button, then click edit locations.

## Choose “Add location”.

**Flash Player Help**

Settings Manager

- Global Privacy Settings panel
- Global Storage Settings panel
- Global Security Settings panel
- Website Privacy Settings panel
- Website Storage Settings panel
- Protected Content Playback Settings panel
- Peer-Assisted Networking Panel

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- Flash Player Help
- Display settings
- Privacy settings
- Local storage settings
- Microphone settings
- Camera settings

**Global Security Settings panel**



Note: The Settings Manager that you see above is not an image; it is the actual Settings Manager itself. Click the tabs to see different panels, and click the options in the panels to change your Adobe Flash Player settings.

Then from the box that appears, click the option “Browse for folder...”

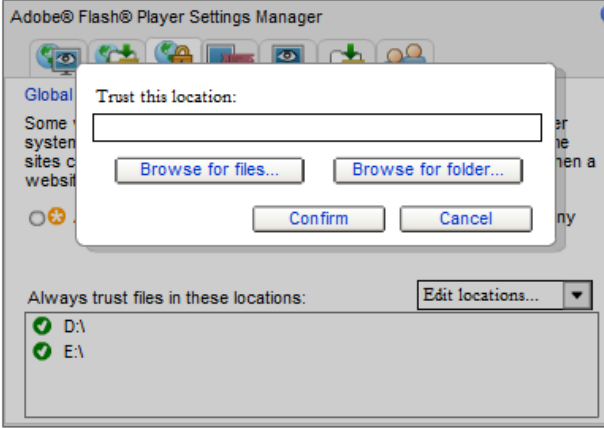
Settings Manager

- Global Privacy Settings panel
- Global Storage Settings panel
- Global Security Settings panel
- Website Privacy Settings panel
- Website Storage Settings panel
- Protected Content Playback Settings panel
- Peer-Assisted Networking Panel

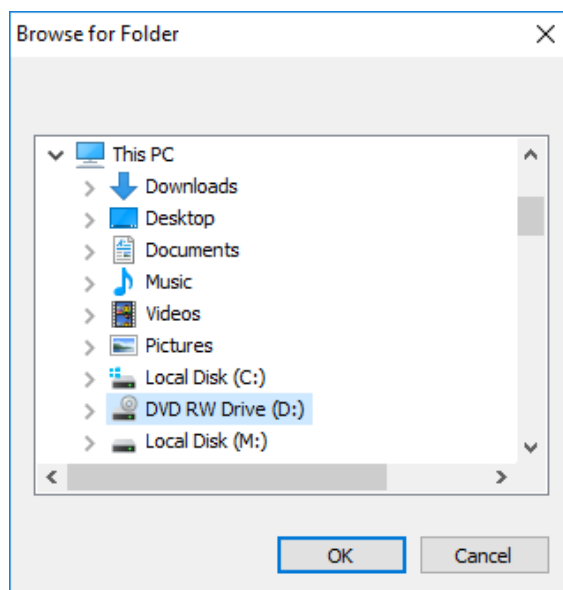
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**Global Security Settings panel**



Choose the CD or USB drive that you are working with and then click OK.



You can now close the webpage, and restart your CD/USB.