

# Kinesthetic Edge

## Help Desk

Streaming and downloading lessons from **Kinesthetic Edge** is easy, affordable and fun. Try it just once and you will be amazed at how convenient it is. If this is the first time you have downloaded media files, you may want to read over the directions outlined in this e-Book. You will also find information on *System Requirements* and our *Payment Password and Privacy Policy*. Click the *Bookmark* tab for easy navigation, or feel free to print this document.

## System Requirements

1. A high-speed Internet connection is required!
2. To stream files you need *QuickTime*. A link to a free download is below, if you need to install it.
3. To download e-Books, such as the **Kinesthetic Edge for Golfers e-Book**, you will need *Adobe Acrobat Reader*.
4. To download and listen to our MP3 files, you will need *Windows Media Player*. (NOTE: Mac users can listen with *iTunes* or the Mac version of *Windows Media Player*.) Most computers with fairly recent operating systems have these programs already, but if you need to install them, you can access free downloads at the links below.

### Link to Free Download for QuickTime

<http://www.apple.com/quicktime/download/win.html>

### Link To Free Download for Adobe Acrobat Reader

<http://w1000.mv.us.adobe.com/products/acrobat/readstep2.html>

### Link To Free Download For Windows Media Player

<http://www.microsoft.com/windows/windowsmedia/download/>

## **How to Stream Your Lessons:**

*Streaming* means that you will play and listen to the lesson over your browser, rather than saving a copy of the file on your computer. This can save a lot of space on your hard drive.

If you have *QuickTime* installed on your computer already, streaming our lessons requires just one click of your mouse. If you click and QuickTime does not open after a few moments, then you need to install it. Click the link below to access a free *QuickTime* download for Windows and Mac.

<http://www.apple.com/quicktime/download/win.html>

## How to Download Media Files (Windows and Mac)

*Downloading* is a quick and easy process, but if this is the first time you have downloaded anything, you may wish to print this page.

*Downloading* means that you will be saving a copy of the lesson or e-Book on your computer. Please note that these are large files. If you have limited space on your hard drive, you may prefer to *stream* your lessons instead.

### Step 1

Go to the *ATM® Studio* page, and scroll down until you see a list of lessons. Notice that each lesson has an icon next to it that says either "SOUND" or "PDF." The PDF icons indicate e-Books and the SOUND icons are the lessons.

### Step 2 for Windows Users

Using the **right click-button** on your mouse, click on the icon for the file you wish to download. Select **Save Target As** or **Save Link As** and left click.

### Step 2 for Mac Users

If you are using a Mac and your mouse does not have a right click-button, hold down the **Control** button on your keyboard and then click your mouse. Depending upon your operating system and browser, you may have the option to select either **Download Linked File As** or **Download Link to Disc**. Select whichever option you have and click your mouse.

### Step 3 (Windows and Mac Users)

You will see a dialog box saying that you have entered a **restricted** or **password-protected** area. Type in the *user name* and *password* you received after you completed the payment process. If you did not receive this information, please contact us.

### Step 4 (Windows and Mac Users)

A dialog box will open that will show you the **file name**, **file type** and the **folder** or **location** where the file will be saved on your computer\*. Take note of where the file will be saved so that you can find it later. Click **Save** and the downloading process will begin. You will see a status bar showing how much time remains for the download to complete.

**\*NOTE:** You can change the file name and location if you wish, but be sure to keep the appropriate file extensions: .PDF or .MP3

### Step 5 (Windows and Mac users)

Once the download is complete, you will see a dialog box asking you if you

want to **open**, **open folder**, or **close**. (If you select open, the file you just downloaded will open. If it is a PDF file you will be able to read or print it. If it is an MP3 file it will play.)

If you are downloading a multi-lesson program, such as *Kinesthetic Edge for Golfers*, we suggest that you select **close** to return to the **Download Page**. You can then select another file to download (refer to the above directions if you need a reminder).

### **Step 6 (Windows and Mac)**

Once you have downloaded all the files in the program, you can exit the Web site and begin your lessons. Close your Internet browser window to go to your computer's desktop. Now find and open the folder or location where the downloaded files were saved (you took note of that location in Step 4).

*Double click* the file you wish to open. If it is a PDF file, the document will open and you can either read it from your computer screen or print a copy. If it is one of the MP3 files, *Windows Media Player* or *iTunes* will launch and play your lesson.

If you don't hear anything after a few moments, check to make sure the volume on your computer is not muted. If it still does not play, you may need to first open the application. In other words, open *Windows Media Player* or *iTunes*, then look for the file in your media library or play list. Highlight the file name and then hit play. Simply follow along and enjoy.

## **Payment, Password and Privacy Information**

### **PayPal Payments**

All purchases are made through **PayPal**, an online payment gateway that provides a safe and secure way to make online payments with your credit card. When you click the *Buy Now* button, you will be directed to a secure PayPal site, where your information will be encrypted and protected. You do not need to have a *PayPal* account in order to make a payment using your credit card.

### **Password**

In order to download files on the **Kinesthetic Edge** Web site, you will need a *User Name* and *Password*. After purchasing either a monthly or annual membership through PayPal, please select the **Return to Merchant** button in the lower right-hand corner of the confirmation screen and you will be provided with password information immediately. If you forget to *Return to Merchant*, see further instructions below.

### **What To Do If You Did Not Receive Password Information After Payment**

You will need to contact us via e-mail to request your password. Please send us an email stating that you need the current password and include your name, address, phone number and e-mail in the body of the message. We will use this information to confirm receipt of your payment. Once confirmed, we will forward the appropriate password information. We respond to all requests as soon as possible, but please allow up to forty-eight hours. E-mails should be submitted to: [customerservice@kinestheticedge.com](mailto:customerservice@kinestheticedge.com)

### **Changing Your Password**

We regret that you will not be able to select your own *user name* and *password* combination. From time to time we change the password code. When this happens, we will send you your new password via e-mail.

### **Privacy Policy**

Kinesthetic Edge collects contact information, including the name, address and email of individuals who purchase our programs. We add this to our mailing list so that we can notify you when new lessons are posted to the site. We will never sell your contact information. Never. You may opt off our

mailing list at any time by sending an email to:  
[customerservice@kinestheticedge.com](mailto:customerservice@kinestheticedge.com)

### **Credit Card Information**

We do not keep your credit card information on file. In fact, we do not have access to your credit card information. Your credit card information will be encrypted and protected by PayPal. Please visit their Web site to view their privacy policy: [www.PayPal.com](http://www.PayPal.com)