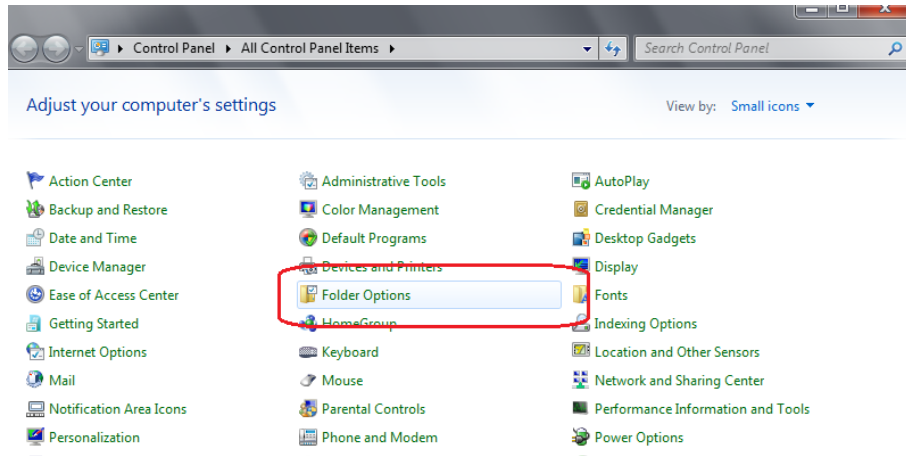


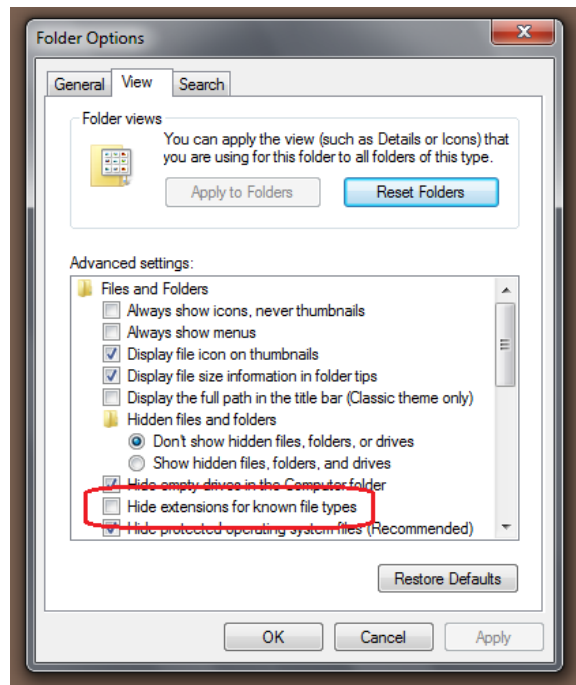
Windows Media Player 12 Troubleshooting

If you are experiencing any trouble extracting your DRM or DRM Free audiobooks to your Windows Media Player 12, please follow the steps outlined below to see if this resolves the issue.

*** Please Note: you may have to ensure that you can view file extensions in your folders. To do this, please open the Control Panel and select the Folder Options icon.

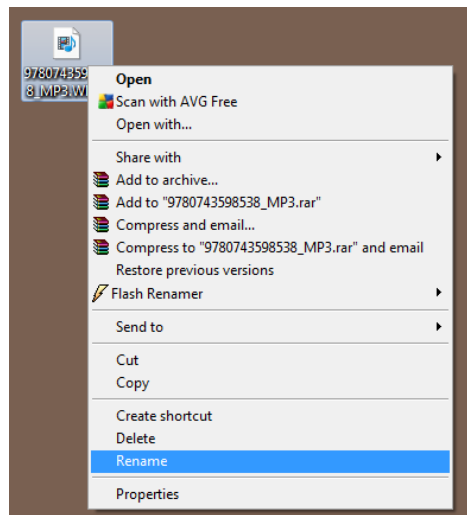


Next, please click on the View tab at the top. Please uncheck the mark next to the option: Hide extensions for known file types. Please click Apply twice to accept changes, and exit.

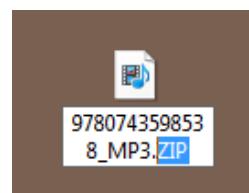
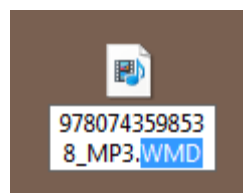


Once you have clicked on the green download button to download the title, you will need to choose to SAVE the file to your computer. Please save the file to a location that you can easily remember.

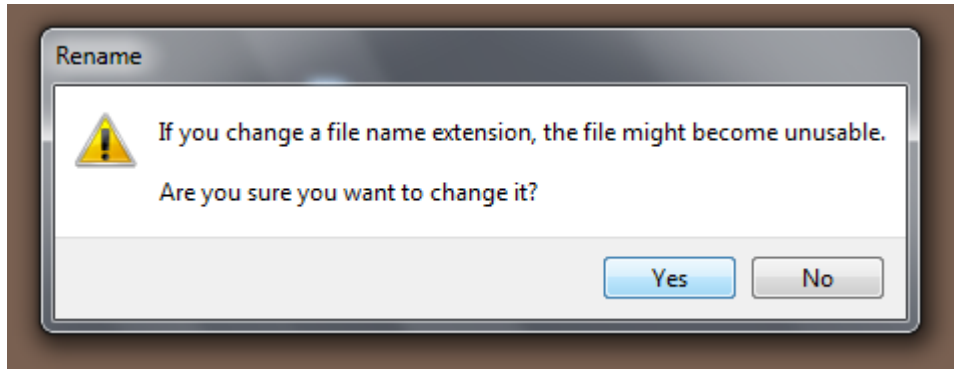
Once the file has downloaded to your computer, you will need to rename the file from a .wmd file to a .zip file. To do this, simply right click on the file and choose Rename from the drop down box.



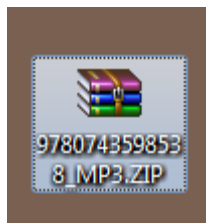
Then remove the .wmd extension from the end and replace it with .zip. For example the file Happy.wmd should be renamed to Happy.zip.



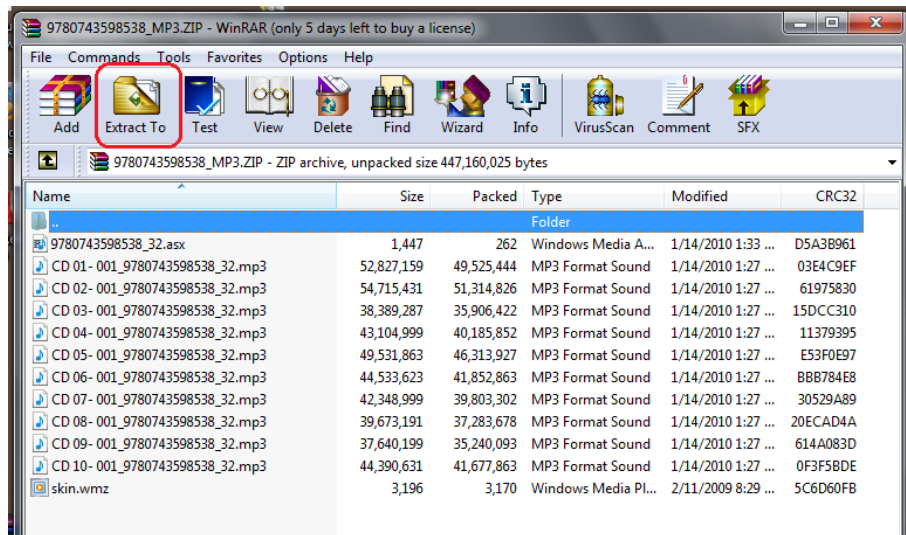
You will be asked if you are sure you'd like to change the file extension. Please click Yes.



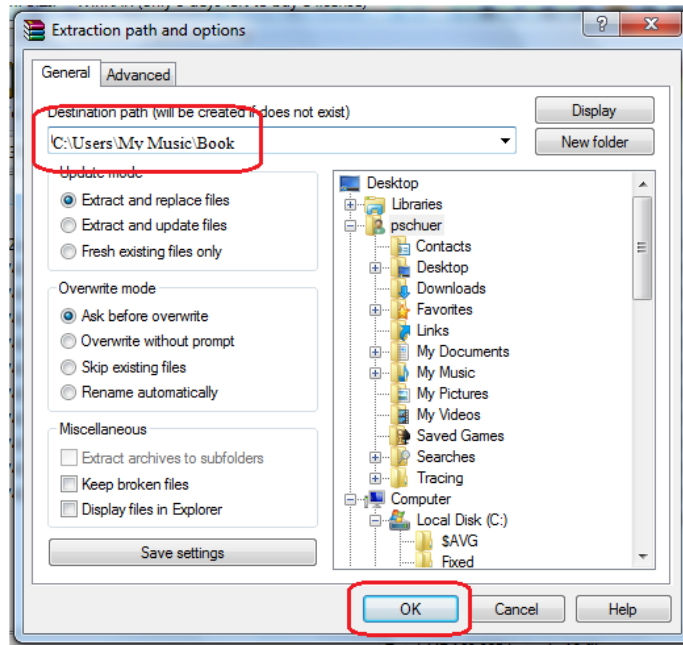
Your file is now a .ZIP file.



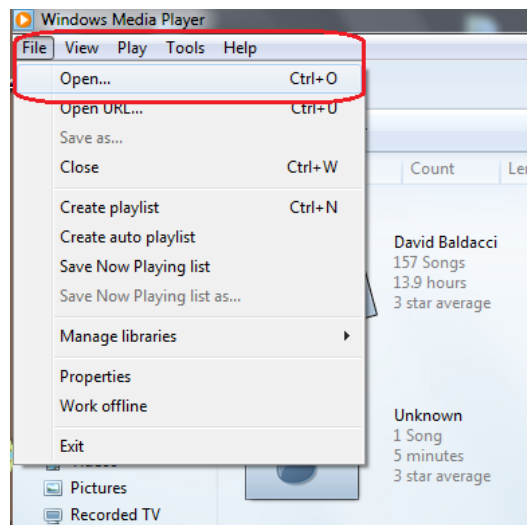
The next step is to double click on the new .zip file to open it with WinRAR archive. Once WinRAR is open please choose the Extract To tab at the top of the screen.



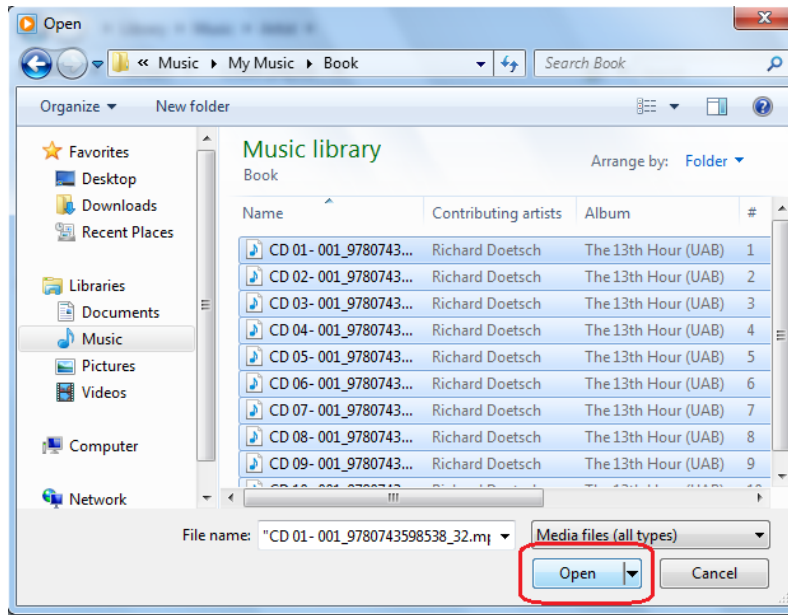
Your final step is to select a folder to extract the title to and select OK.



Once you have extracted the files, please open your Windows Media Player. In the upper right hand corner of Windows Media Player, please select the File tab and then choose Open from the drop down box.



Next please find the folder you extracted the tracks for your audio book to, highlight them all, and choose the Open tab.



You have now successfully added your title to your Windows Media Player 12.