



# Frequently Asked Questions

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## What are your recommendations on what kind of computer and systems/programs that should be used to download the curriculum?

Below are our recommendations on best practices as you're downloading the curriculum:

- Chrome is our recommended browser (this is what you use to access the internet).
- Choose a wifi provider that can offer 10 Mbps or greater wifi speed.
  - How do I find my internet speed? Run a free speed test here: [speedtest.net](https://speedtest.net)
  - How long should my downloads be taking? Use a free download speed calculator here: [uswitch.com/broadband/guides/broadband-download-times/](https://uswitch.com/broadband/guides/broadband-download-times/)
- Use a computer that has been purchased within the past 5 years and is running a 64-bit system (your IT guy/gal can give you additional details on what your specific computer is currently running).

## Why do my downloads keep failing?

- Try switching to the Google Chrome browser.
- Update your browser and clear your cache. Visit our training library to learn how!
- If your download speed is below 10 mbps, that is likely the primary issue. Your speed may not be able to handle how large some of our files are. You may try downloading from another location with higher speeds.
- Your lower speed may also be due to the amount of traffic that is on your Wifi network. Multiple users on the network, gaming and/or video streaming tend to bog down your speed. Try starting with switching your internet router off, waiting 10 seconds, and switching back on. Then run another speed test and see if that bumps up your speed. If not, you may want to try downloading during a less busy time.

## Why am I receiving an "invalid" message when I try to extract the .zip file? (Windows users)

We've learned that the standard extraction tool which comes with PCs cannot handle .zip files over 2GB in size. We encourage our PC users to use a different extraction tool to run our .zip files through. We've found a safe, free option called 7-Zip. We offer step-by-step instructions for how to do this at [start.orangekidmin.com/tech-support/](https://start.orangekidmin.com/tech-support/).

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### Why can't I login to the curriculum site from my tablet?

When working from a tablet, make sure you are logging in from [thinkorange.com/login](https://thinkorange.com/login)

### Can I burn my video files onto a DVD?

Yes, there is a way to burn our video files to blank DVDs and play them on a DVD player. Depending on your computer, this may require you to purchase special DVD burning software. Popular DVD burning software that you might look into are iSkysoft, iDVD, and Roxio. We've also found this tutorial helpful: [howtogeek.com/howto/3061/burn-any-video-file-type-to-play-on-a-dvd-player/](https://howtogeek.com/howto/3061/burn-any-video-file-type-to-play-on-a-dvd-player/)

*NOTE: Some older DVD players don't recognize DVD-Rs.*

### Can I use a SmartTV and/or a streaming device to play media instead of a DVD player?

Yes! Uploading media to online media library has become one of the most popular ways to share media, especially because it saves time and money spent on blank DVDs and/or USBs. We have some great options listed in the PDF "Ways to Share/Display Media"

For detailed tutorials covering some of our most commonly asked questions, be sure to visit our tech support page at [start.orangekidmin.com/tech-support/](https://start.orangekidmin.com/tech-support/)! Here you'll find PDF and video tutorials that cover a wide range of topics. If you don't find your answer there, you can reach us by email at [partnersupport@thinkorange.com](mailto:partnersupport@thinkorange.com) and by phone at 866.343.4874!