



## **Visionary FAQ**

**Q. Visionary looks like a great tool but I am not technical enough to use it in court.**

A. Our professional trial presentation team can prepare all of your case material as well as present in trial. For more information about our trial presentation service please contact us at [Info@visionarylegal.com](mailto:Info@visionarylegal.com).

**Q. I cannot install I get a message saying "cannot rename drive volume".**

A. Go to "Start" then open "Computer" and right click on the "C:\\" drive and select rename. Type any name for the drive other than local disk, once the drive has a label this message will not appear.

**Q. I get errors when trying to open/install the program in windows Vista.**

A. There are several steps you will need to follow if you are getting errors when using windows Vista.

1. Run all of the latest Microsoft updates for your version of windows vista.
2. Login as administrator with full access and permission. Then run the installation as the administrator with all antivirus and firewalls turned off.
3. Go to "Start" then open "Computer" and open the "C:\\" drive. Once this is open locate the folder called "program data" (if you do not see this folder you will need to enable viewing hidden folders and documents. To do this go to "Start" then "control Panel" then "folder options". Select the "view" tab and check the box circle that says "show hidden files and folders" then select apply and ok.) and right click on this folder and select "properties". Once the properties window is open go to the "security" tab and select the "edit" button. Select the "administrators" and the "users" then check the box that allows "full control". Now press apply, ok, then ok again.

**Q. I get a message that my resolution is too small but it is clearly large enough.**

A. Sometimes special windows themes can affect the use of the dual screen in Visionary. If you are getting this message you will need to change your windows theme settings or lower your visual effects.