



Dizzy Heights® and Pocketshots Video Downloads™· FAQ's

Downloading Instructions:

You can access the files from the 'Files' tab on your 'My Account'. Clicking on the file will start the download process of a '.zip' file. You can re-download the file up to 5 times for back-up purposes **only** or in case the download fails for any reason.

You are expressly prohibited from downloading multiple copies of the files for distribution or re-publishing or re-use in any format or on any medium whatsoever. The files are provided for your personal use only.

The files are very large so it may take a few hours to download depending upon the speed of your connection to the Internet.

WE STRONGLY RECOMMEND YOU LEAVE IT RUNNING OVERNIGHT.

You will need Winzip 10.0 or later to extract the files, if you experience an error it is probably because you have an old version of Winzip. You can download a free evaluation version from <http://www.winzip.com>.

If you are using a Mac then you need to use Stuffit to extract the files. You can get it here - <http://www.stuffit.com>.

Once the [Pocketshots Video](#)™ lesson is on your PC or Mac you can simply connect your mobile phone, iPod or media player to your PC or Mac with the cable normally supplied with your phone and copy the file across to your mobile device.

Will the video lesson play on my PC or Apple Mac?

Yes - the file format is MPEG4 which is a modern and common method of compressing and formatting video files. Your PC may require certain software such as a new version of Windows Media Player version 9 or above, or QuickTime Version 7.1. Your Apple Mac may need QuickTime installed to play the file.

You can use Windows Media Player - we have V11.0. To do this you need to click <File> <Open> then select <*. *> for all files in the directory you've saved the files. You should then find the MP4 files (we do not understand why Microsoft has not made this automatic), when you open one you should get a message asking you if you want the player to always associate these files - click this and hopefully it will not argue next time you try and play one.

Or, better still, you can use Apple QuickTime for PC or Mac, we are using Version 7.1.1. You can download a free copy of the basic version: www.apple.com/quicktime/win.html.

This should play the files quite happily at their proper resolution (i.e. sized for a mobile phone/iPod) and you can even make the window bigger although picture quality may degrade slightly. We tend to use QuickTime for viewing these files as it is more user friendly.

Will the video lesson play on my mobile phone or media player or iPod® Video?

Yes - the file format is MPEG4 which is a modern and common method of compressing and formatting video files so it should work on most modern devices. However, it will not work on older mobile devices that cannot play video files. The first thing to do is try it! Then if it's not working check the manual for your device. Or look in the media folders on your device and see if there is already a video pre-installed by the manufacturer. If there is, this is usually a good sign, and you should be able to press 'options' to find details of the format of the file.

Do remember you need to check the disk size of your mobile (these can be very cheaply upgraded to up to several GB these days which is why we have kept the file quality high).

How do I copy files across from my PC to my mobile phone, media player, iPod?

Once it's on your PC you can simply connect your mobile phone, iPod® or media player to your PC with the cable normally supplied with your phone and copy the file across to your mobile device using any file management software or iTunes for your iPod®. If in doubt, have a look at the instructions that came with your phone or look at the support section of your mobile phone manufacturer's website. Here are a few useful links:

<http://www.nokia.co.uk/A4222002>

<http://direct.motorola.com/Hellomoto/nss/productresource.asp?PhoneModel=mpt>

<http://www.samsung.com/support/index.asp>

[http://www.sonyericsson.com/spg.jsp?](http://www.sonyericsson.com/spg.jsp?cc=global&lc=en&ver=4001&template=pg1_2&zone=ps)

[cc=global&lc=en&ver=4001&template=pg1_2&zone=ps](http://www.sharp-phone.com/country/index.php?country=GB)

<http://www.sharp-phone.com/country/index.php?country=GB>

http://www.sagem.com/support/site/sagem_carte.php

<http://www.nec.com/global/support/index.html>

How can I stay informed about new additions to the Pocketshots™ range?

Just register at www.dizzyheights.com and we'll send you some details.

Can I book a lesson with one of your professional golf coaches?

Some of them are based in Australia so you must be extremely dedicated or planning a holiday? But some also do offer lessons to amateurs. The best thing to do is email lessons@dizzyheights.com with your name, location, handicap (if you have one) and what area of the game or coach you are particularly interested in.

Have you done anything specifically for kids, juniors, seniors, ladies yet?

Not yet, but we are planning to bring out the second series in 2009, so please do email feedback@dizzyheights.com and tell us what lessons you'd like covered and which coaches or players you would like to hear from.