

# Instructions to uninstall/reinstall Shockwave Player



## Uninstalling Shockwave Player

1. Open your browser and click this link <http://www.adobe.com/shockwave/download/alternates/>
2. Click Shockwave Player
3. Click on **Shockwave Player uninstaller**

Shockwave Player (System Requirements)

Windows 98/2000/XP	Internet Explorer/AOL	Netscape
Full Installer	<a href="#">Shockwave Player 10</a>	<a href="#">Shockwave Player 10</a>
Slim Installer	<a href="#">Shockwave Player 10</a>	<a href="#">Shockwave Player 10</a>
Uninstaller	<a href="#">Shockwave Player Uninstaller</a>	

4. Click **Download Now**

Home / Downloads / Shockwave Player /

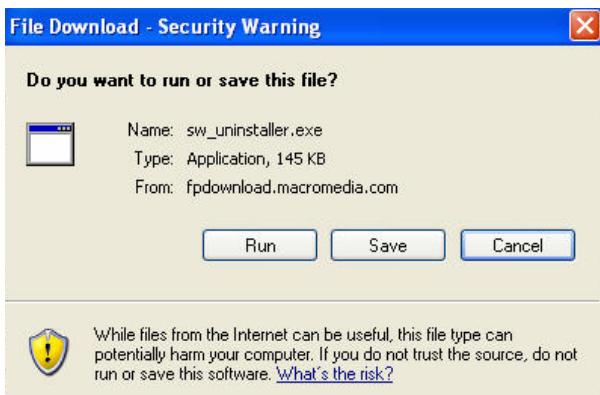
## Shockwave Player Download Center

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### Windows Version Download



5. Click **Run**



6. Click Next through all the prompts

7. Once finished, please empty our your cache

**IE6** Tools---Internet Options—Delete Cookies-and then Click on Delete Files  
**Firefox 2** Tools-Options-Privacy-Clear Now

8. Reboot computer

## Installing Shockwave

1. Open browser and click <http://www.adobe.com/shockwave/download/alternates/>
2. Click on “Shockwave Player” Click on the appropriate FULL Shockwave Player Install Note: Firefox users select Netscape version.

Windows 98/2000/XP	Internet Explorer/AOL	Netscape
Full Installer	<a href="#">Shockwave Player 10</a>	<a href="#">Shockwave Player 10</a>

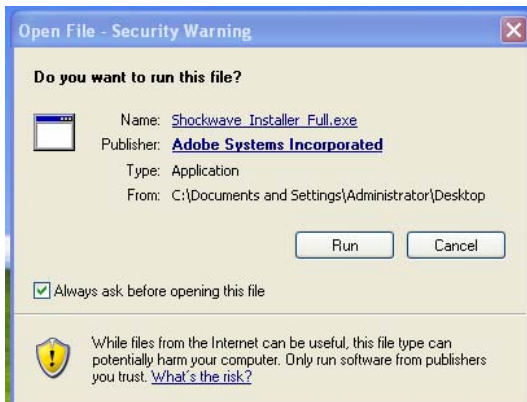
3. Click **Download Now**

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Windows Version Download



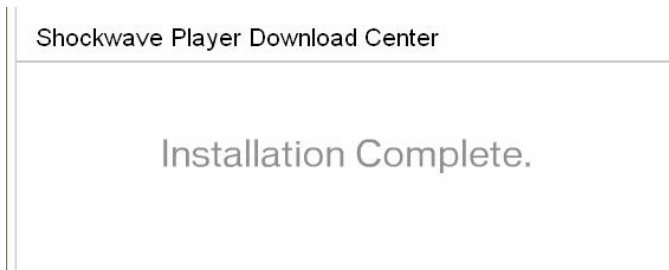
4. Click **Run**



5. After a few moments a message box will appear, click **Finish**



6. A website will open with “**Installation Complete**” message

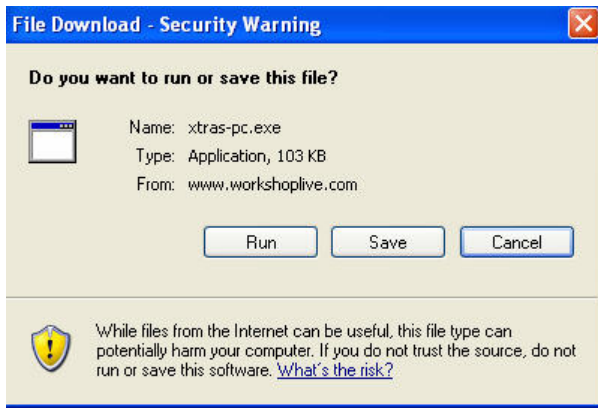


### Installing Workshoplive Xtras

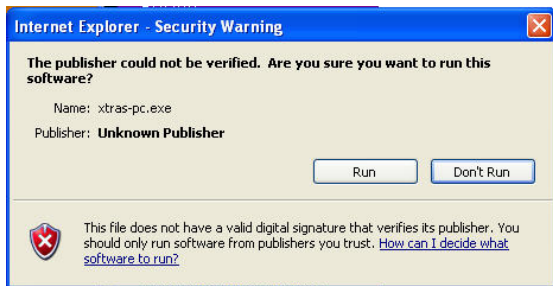
1. Go to <http://www.workshoplive.com>
2. Click Software Install
3. The following box is in the middle of the page. Click **PC**



#### 4. Click **Run**



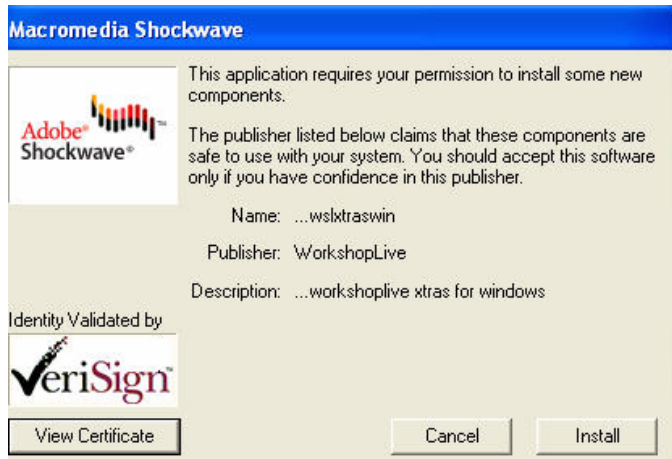
#### 5. Click **Run**



#### 6. Click **Install**



7. Click **Install**



8. Try playing a lesson.

**If you are still having problems viewing lessons, please contact Technical support at**

**1-866-752-6283**

**or**

**Live Chat Support**