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INSTALLATION

IMPORTANT: Do not delete any existing version of GOLD installed on your computer if you want to keep your TestMaker or Custom Access files. Once you install the current version of PDG GOLD 5.0, use the Restore feature within Backup/Restore to import your files. For detailed steps, see the "Importing TestMaker and/or Custom Access Files" section of this guide.



Windows®

FROM CD-ROM:

1. Insert your PDG GOLD CD-ROM to auto-run the installer.
 - In Windows Vista® and Windows 7, allow Installer.exe to run.
2. Follow the on-screen instructions.

If installation does not automatically start:

1. Navigate to the CD-ROM drive.
2. Open the "Windows" folder.
3. Double-click the "Installer.exe" file, then follow the on-screen instructions.

FROM DOWNLOAD:

1. Navigate to the downloaded file and double-click it, then follow the on-screen instructions.



Mac®

FROM CD-ROM:

1. Insert your PDG GOLD CD-ROM to auto-run the installer.
2. Double-click the "Installer.app" file in the Finder window that appears.
3. Follow the on-screen instructions.

If installation does not automatically start:

1. Navigate to the CD-ROM drive.
2. Open the "Mac" folder.
3. Double-click the "Installer.app" file, then follow the on-screen instructions.

FROM DOWNLOAD:

1. Navigate to the downloaded file and double-click it, then follow the on-screen instructions.

Once installation is complete, double-click the PDG GOLD NCO – 2011 or PDG GOLD SNCO – 2011 icon on your Desktop or in your Applications folder to start the program.

Complete the Personalization Screen. Verify that you've entered the correct information. Be sure to provide a valid permanent email address — it will be the login name you use to access your "My McMillan" account online.

If you experience any problems, please refer to the "Troubleshooting" section in this guide.



ACTIVATION

To complete installation, you must activate your GOLD software. You have three options: 1) Automatic Activation; 2) Manual Activation online; or 3) call our friendly Customer Care team 24/7.

Automatic Activation

If you are connected to the Internet, automatic activation is fast and easy. Simply fill in the required information and follow the on-screen instructions.

Manual Activation

Note the following information displayed in the "Manual Activation" window: last name, software serial number and user code. Visit www.mcmguides.com, click on Activations and follow the on-screen instructions.

Phone Activation

Call us 24/7 at 800.821.1338 or 805.545.0112. Be ready to provide the last name, software serial number and user code found on the "Manual Activation" window of your software.

NOTE: If you install GOLD on a second computer, you must repeat the activation process for the second system.



DEACTIVATION

You may install GOLD on two computers for your own use. To use GOLD on a third computer, you must deactivate GOLD from one of the previous computers. We recommend you completely uninstall GOLD if you no longer plan to use it on a computer.

From the Deactivate menu on the Main screen, select "My Software." The deactivation process also has automatic, manual and phone options.



IMPORTING TESTMAKER and/or CUSTOM ACCESS FILES

Disregard this section unless you purchased GOLD during a previous test cycle and created questions in TestMaker or Custom Access.

IMPORTANT: Be sure to import any TestMaker or Custom Access databases before you remove previous McM Studyware from your hard drive.

• 2007, 2009 GOLD TestMaker and/or Custom Access Files •

Your TestMaker and Custom Access databases are available to import from within the PDG GOLD 5.0 software if you have not deleted the previous install of GOLD 4.5/4.0. If you deleted the GOLD files, any TestMaker or Custom Access files were also deleted and cannot be retrieved.

To import TestMaker/Custom Access files:

1. Install and run your PDG GOLD 5.0 software.
2. Select "Contents" from the Help menu.
3. Follow the instructions in the FAQ article, "How to Backup and Restore Databases."



MINIMUM REQUIREMENTS

- CD-ROM drive or high-speed Internet access for installation
- Mouse/trackpad
- Hard drive with 300 MB free space (450 MB recommended)
- 1GB of RAM (2GB recommended)
- Display with 800 x 600 resolution or higher, 24-bit color



Windows®

- Microsoft® Windows® XP with Service Pack 2, Windows Vista® with Service Pack 1 or Windows 7
- Intel® Pentium® III Processor or higher (Pentium 4 recommended)



Mac®

- Mac OS® X v10.4.9 or later
- Intel Core™ Duo processor or faster



TECHNICAL SUPPORT

All registered users in good standing receive FREE technical support.

Use the Tech Support section of our website and the Help feature in GOLD to troubleshoot any issues.

If you still experience a problem, please contact McMillan Technical Support by:

- ★ **Phone:** 800.821.1338 or 805.545.0119
Monday – Friday, 8:30 a.m. to 4:30 p.m., PT
- ★ **Fax:** 805.545.5956
- ★ **Email:** mcmsupport@mcmguides.com
- ★ **Website:** www.mcmguides.com

Please call while you are at or near your computer, preferably with our PDG GOLD software open.

Be sure you know what you were doing before the problem occurred and the exact wording of any error messages. We also need to know your operating system and your software serial number.

Consult your computer and operating system manuals for instructions on how to free space on your hard drive, change video drivers or modify the OS setup. For additional help, please contact your OS manufacturer:

- Microsoft: (800) MICROSOFT
- Apple: (800) APL-CARE

Most Air Force bases also offer on-site tech support for this type of assistance.



— TROUBLESHOOTING —

Make sure your system meets GOLD's minimum requirements.

Are your Internet connection and browser set up correctly?

Automatic Activation, Update Manager and our website shortcut require an Internet connection.

Are you running a firewall program?

Ensure Port 443 is accessible during Automatic Activation; Skype and other programs also use Port 443.

Are you having trouble finding your serial number?

Your serial number is printed on the front of your CD-ROM case, and is also found on the About screen (in the Help menu). If you purchased the GOLD download, you can find your serial number in your order history at www.mcmguides.com. Sign in to "My McMillan" to view your order history. Please contact us if you cannot locate your serial number.

Are you having trouble finding your User Code?

It's on the Manual Activation screen in GOLD.

Are you trying to install a second copy of GOLD on the same computer?

The second copy must be installed with a different user account than the initial install, or the database(s) will be overwritten and you will lose any unique settings (e.g. study history, question highlights, etc.).

Is installation slow or frequently interrupted?

Check if you are running any Antivirus, "GoBack" or "Restore" software. If so, temporarily disable the program to complete installation.

Did you select the wrong rank during setup?

Select "Personal" from the Customize menu in GOLD and use the Current Rank drop-down menu to select a different rank.

Is your GOLD software up-to-date?

Keep your software current with the latest application, database and acronym changes using the TV's Update Channel. The Update Available button flashes on the Main screen when software upgrades are available (Internet connection required).

Are you having trouble viewing the PDG?

Make sure you have Adobe Reader 9.0 or higher installed on your system. Double-click the AdobeReader/Mac/AdobeReader10.dmg or AdobeReader/Windows/AdobeReader10.exe file on your GOLD CD-ROM, or visit get.adobe.com/reader to download the newest version.

Can you lend or sell GOLD to a friend?

Absolutely not, even after you've tested. This not only violates our license agreement, it violates AFI 36-2605, *Air Force Military Personnel Testing System*, which prohibits sharing marked or unmarked commercial study guides.

Did you know?

Once you activate GOLD, you can log in to "My McMillan" (www.mcmguides.com) any time and download a backup copy.

Browse our online Knowledge Base for additional troubleshooting help:

www.mcmguides.com/tech_support.php.



Once you've activated your software,
you're automatically entered into
McMillan's GOLD MINE Sweepstakes™ !

Each quarter, three lucky enlisted personnel in the Air Force, Air National Guard or Air Force Reserve will win terrific prizes from McMillan Study Guides!

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You are required to have a valid License for the software. Each valid License includes the ability to install (from the CD-ROM or downloadable executable) on two concurrent machines that are both owned and operated by you. This clause intends to cover the desktop and laptop for a single User, not to be installed on multiple machines shared by users who inappropriately use the same serial number.

Multiple OS installations on a single machine must also be activated per install and each must have its own License and valid serial number — even if the machine has the same name and uses the same network cards.

ACTIVATION LIMITATIONS

WARNING: If a License is found to have been activated frequently, or from multiple IP addresses, the License may be revoked and the software invalidated at the sole discretion of McMillan Study Guides, Inc.

McM GOLD Studyware should be uninstalled from machines to complete the deactivation of the License on that machine. The software can then be installed and activated on a different machine, under the conditions of the EULA.

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- Translate the software.
- Reverse-engineer, disassemble, decompile or attempt to discover the source code for the software.
- Merge the software and/or database with another program or modify the software program.
- Sublicense, rent or lease any portion of the software and/or serial number.
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