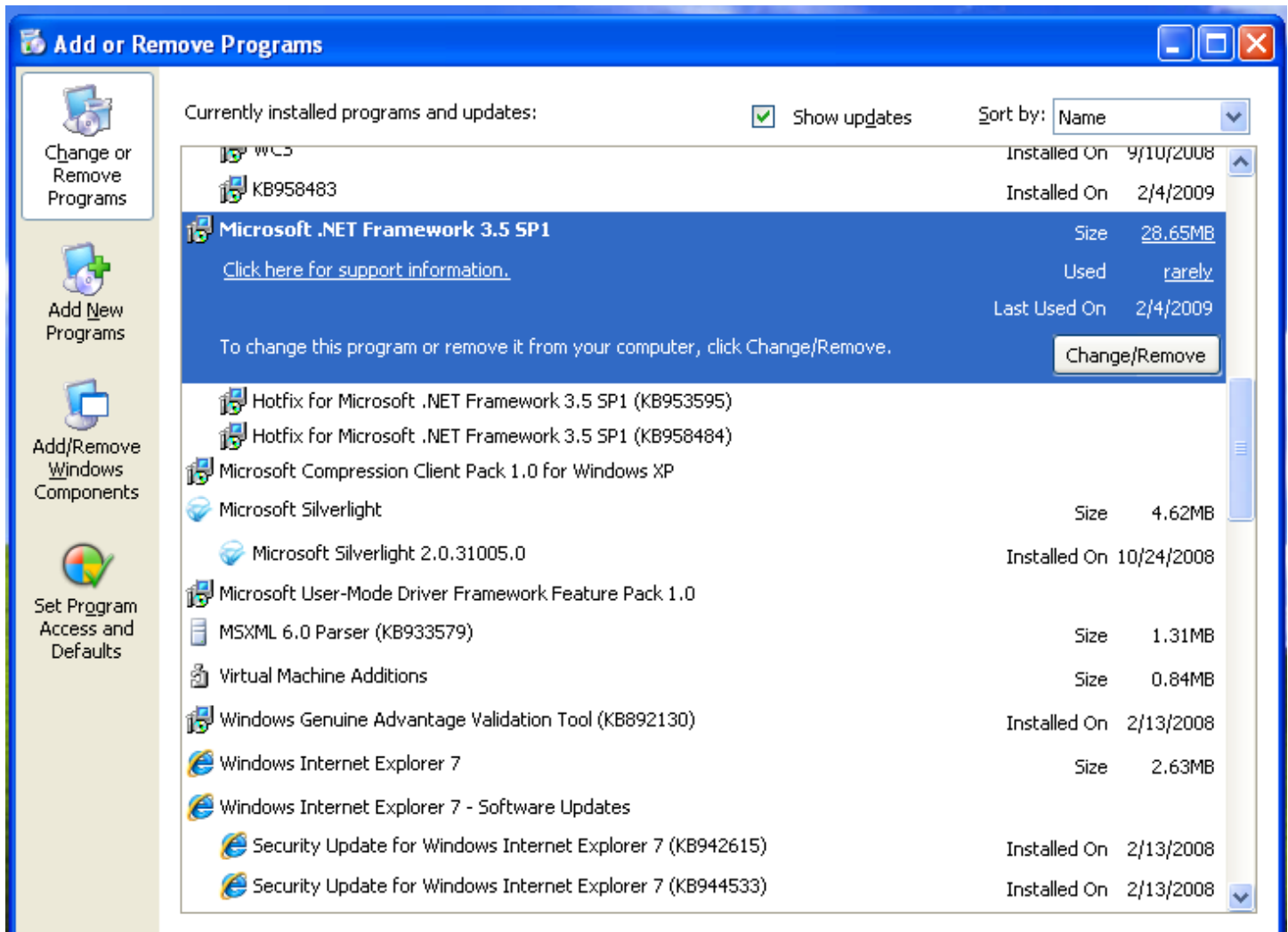


Installing Microsoft .NET Framework 3.5 Service Pack 1

How to Tell if You Already Have it Installed

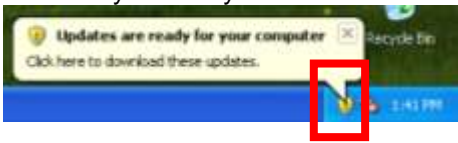
Using the Start menu, go to Control Panel and look for “Microsoft .NET Framework 3.5 SP1”. If you have the item shown below, you already have the service pack installed. If not, continue reading this document for upgrade steps.



Check Windows Update

Click the icon in the system tray to view available updates. (You can also use the Start menu and go to All Programs, and then Windows Update. This guide will focus on the first method).

System tray icon

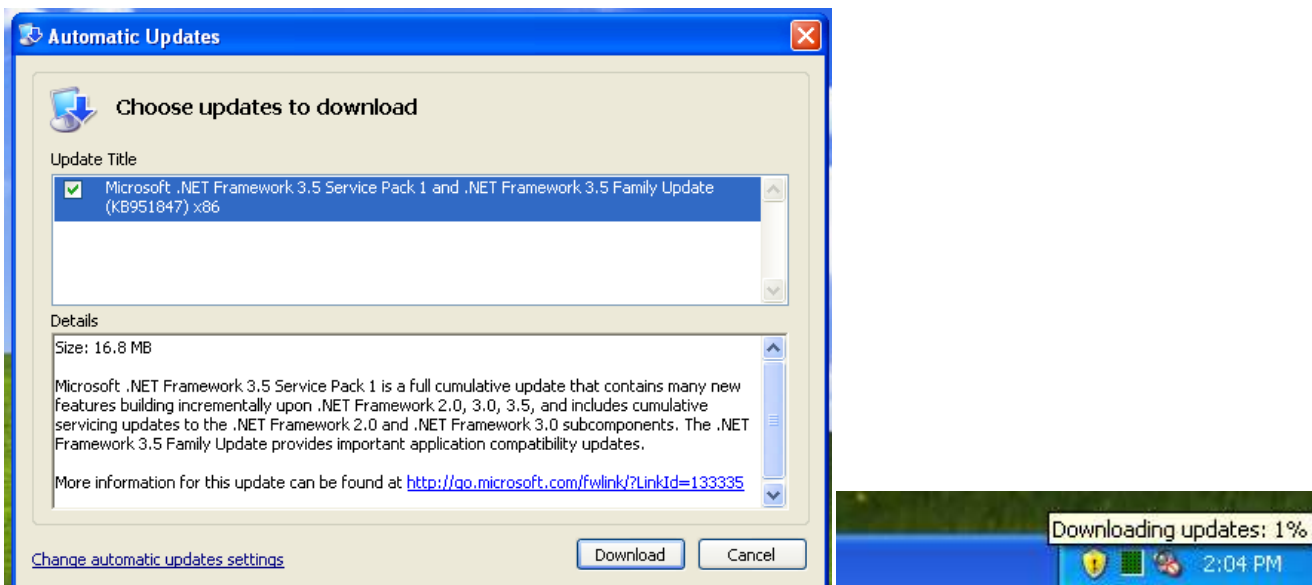


Windows Update

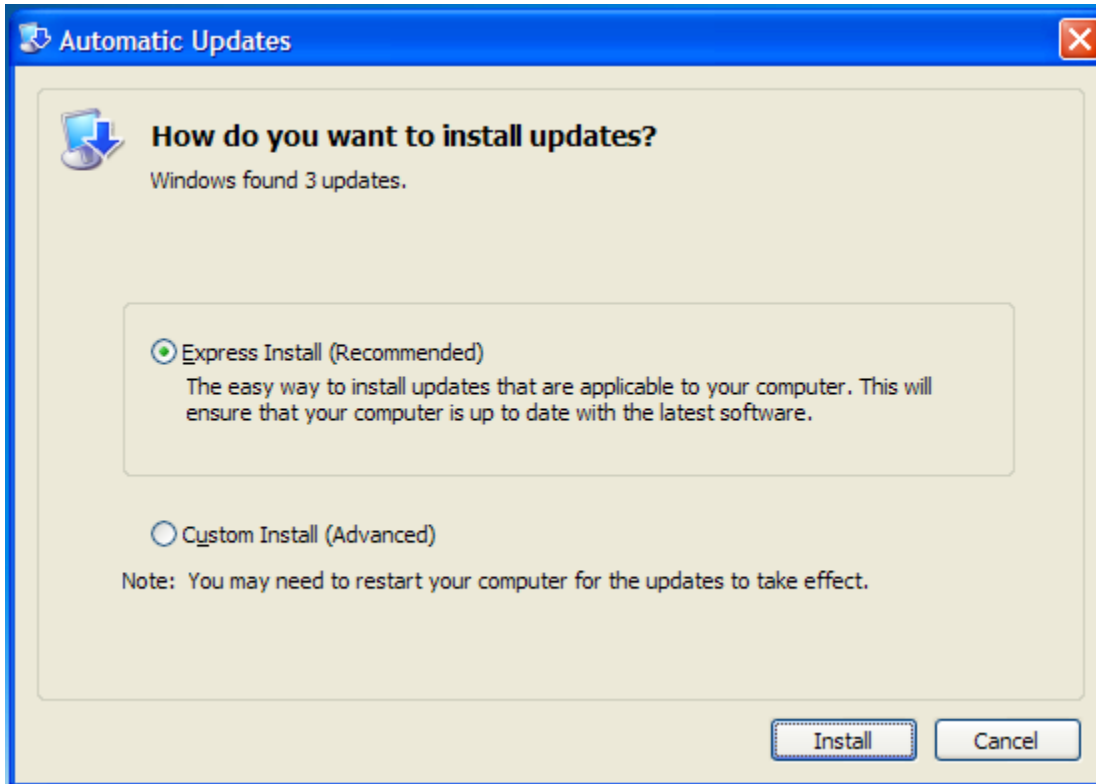


Click "Download"

Make sure "Microsoft .NET Framework 3.5 Service Pack 1 and .NET Framework 3.5 Family Update" is checked and click the "Download" button in the lower right. Windows will download the checked components.

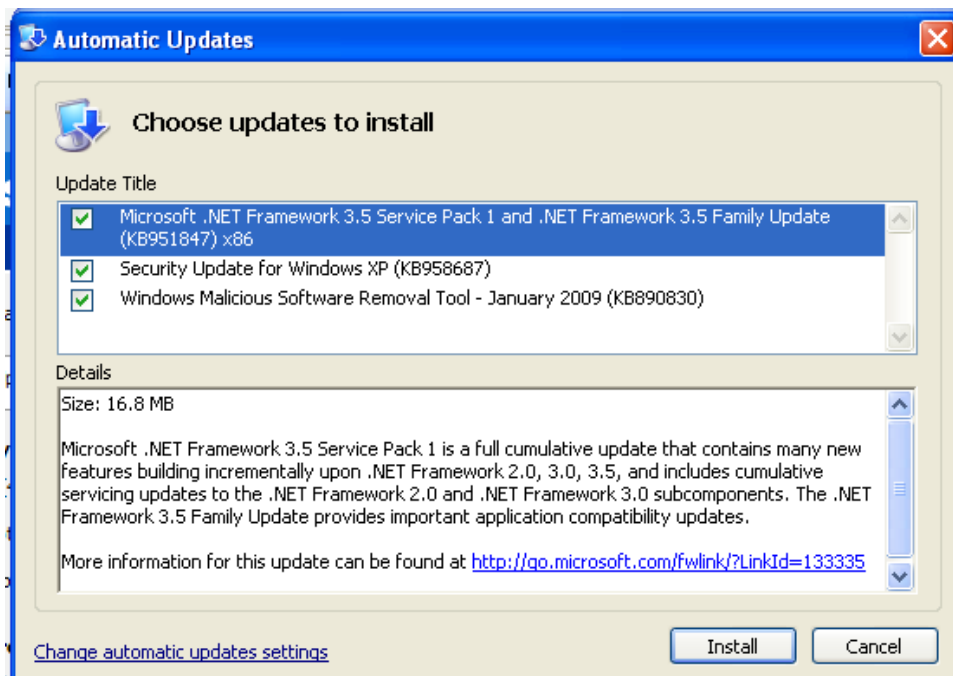


Choose “Express Install”



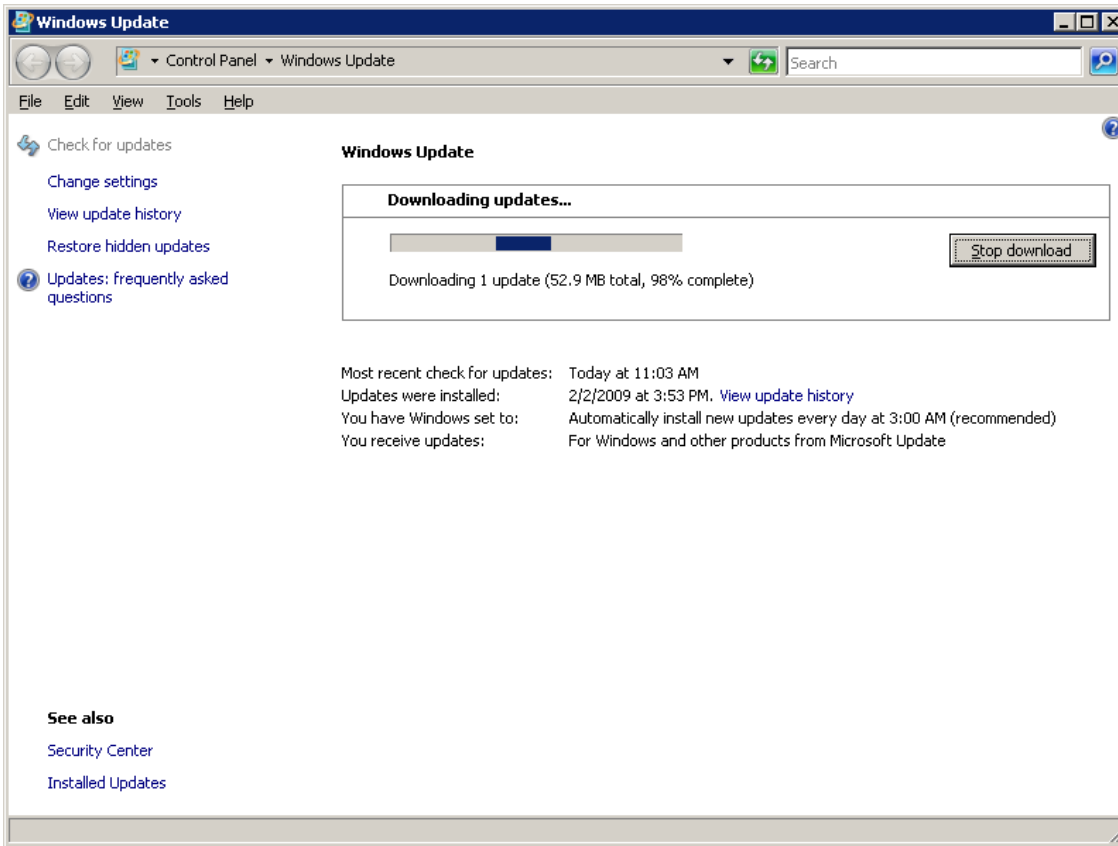
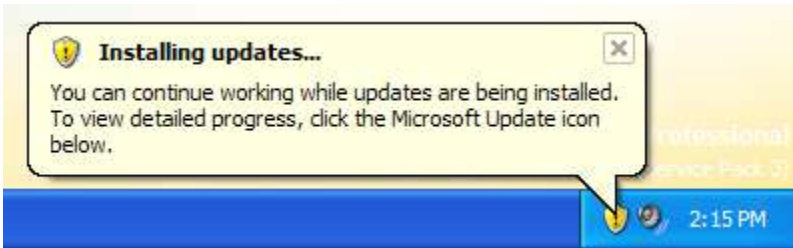
Install

Make sure “Microsoft .NET Framework 3.5 Service Pack 1 and .NET Framework 3.5 Family Update” is checked and click the “Install” button in the lower right.



During Installation

Windows should automatically download and install the updates. This may take a long time to complete, but should occur in the background and should not prevent you from using your computer.



After Installation

Once the framework is installed, installing Convergence Training Viewer should be a breeze.

[Click here to Download Convergence Training Viewer](http://www.thinkconvergence.com/lms/training-viewer.aspx)

(<http://www.thinkconvergence.com/lms/training-viewer.aspx>)

If you need help during installation, give us a call at 1-888-634-7346 or send us an email at support@thinkconvergence.com