

ForTheRecord™ (FTR) Listening Instructions

Please follow these step-by-step instructions on how to easily listen to your FTR audio files obtained through the Palm Beach County Cloud Drive or on a CD/DVD disc. These instructions were internally developed by the 15th Judicial Circuit Court Reporting Services Department as a helpful guide, not directly supplied by FTR.

NOTICE REGARDING DISSEMINATION: The digital recording audio files may contain confidential information. The digital recording audio is not the official record and will not be accepted as such unless transcribed by the Fifteenth Judicial Circuit. Further dissemination of information is strictly prohibited and may subject the offender to legal action for contempt of court (See AOSC11-22).

- **Mac Users:** FTR audio files are not compatible with Mac operating systems (macOS). Therefore, in order to listen to audio, users will need to convert or reformat the audio files.
- **Windows Users:** To listen to the audio, users will need to download FTR's free software by following the below steps:
 - First, visit FTR's product page at <https://store.fortherecord.com/> to determine which version of the FTR Player/TheRecordPlayer is compatible based on your Windows application operating system. ***Helpful Tip: We recommend using Google Chrome for full functionality and optimal performance when visiting the FTR website.**
 - Secondly, please follow FTR's install instructions to download FTR Player, which will enable access to audio file content (please visit <https://fortherecord.com/support/product-updates/> for additional product updates, if needed).
 - Lastly, to access the FTR audio files on the FTR Player, please select the folder from your computer where the FTR files were saved (either the saved location for the Digital Download or the CD/DVD drive). Open all subfolders, press **Ctrl + A** on your keyboard to select all files, then transfer (drag and drop) all highlighted files directly to the FTR Player.
 - Once finished, FTR Player can then be removed from your computer or, if preferred, remain installed for future use.

For technical issues specific to FTR, please contact ForTheRecord™ (FTR) directly by phone or e-mail.

Toll Free Phone: 1-800-708-8664

E-mail: support@fortherecord.com

For non-related FTR software technical issues, please contact the Court Reporting Services Department at (561) 355-6526 for further guidance.