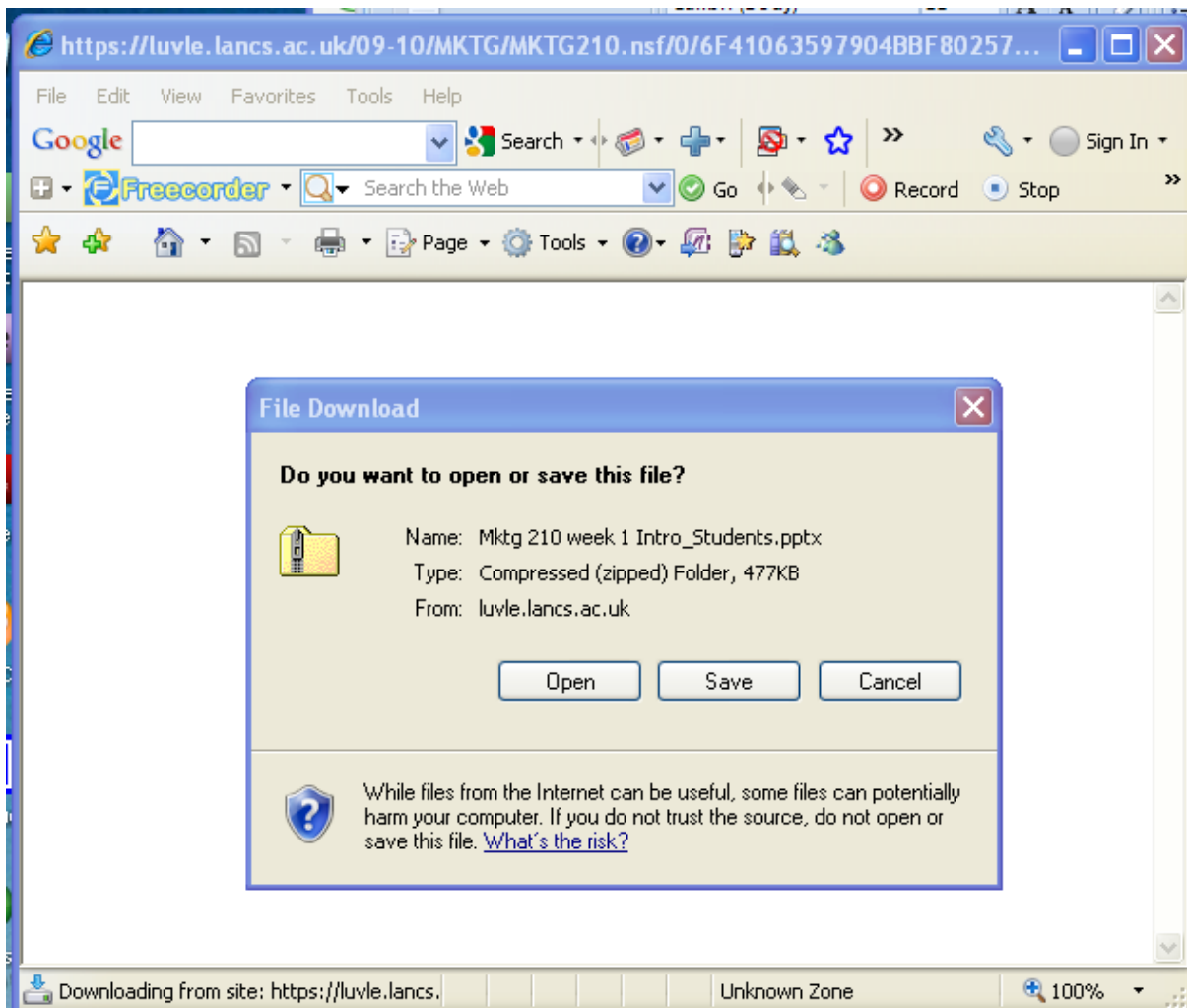


# Problem with Office 2007 file types

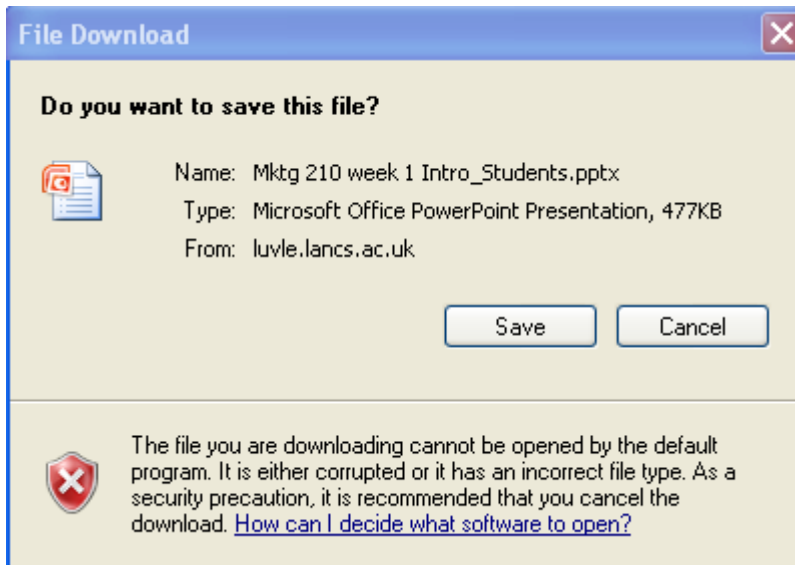
You may be experiencing problems when downloading the new Office 2007 file types from LUVLE. This issue is caused by Internet Explorer. If you have Office 2007, following the steps detailed below should help you solve the problem.

So, you have clicked on the attachment link, and something like this has appeared

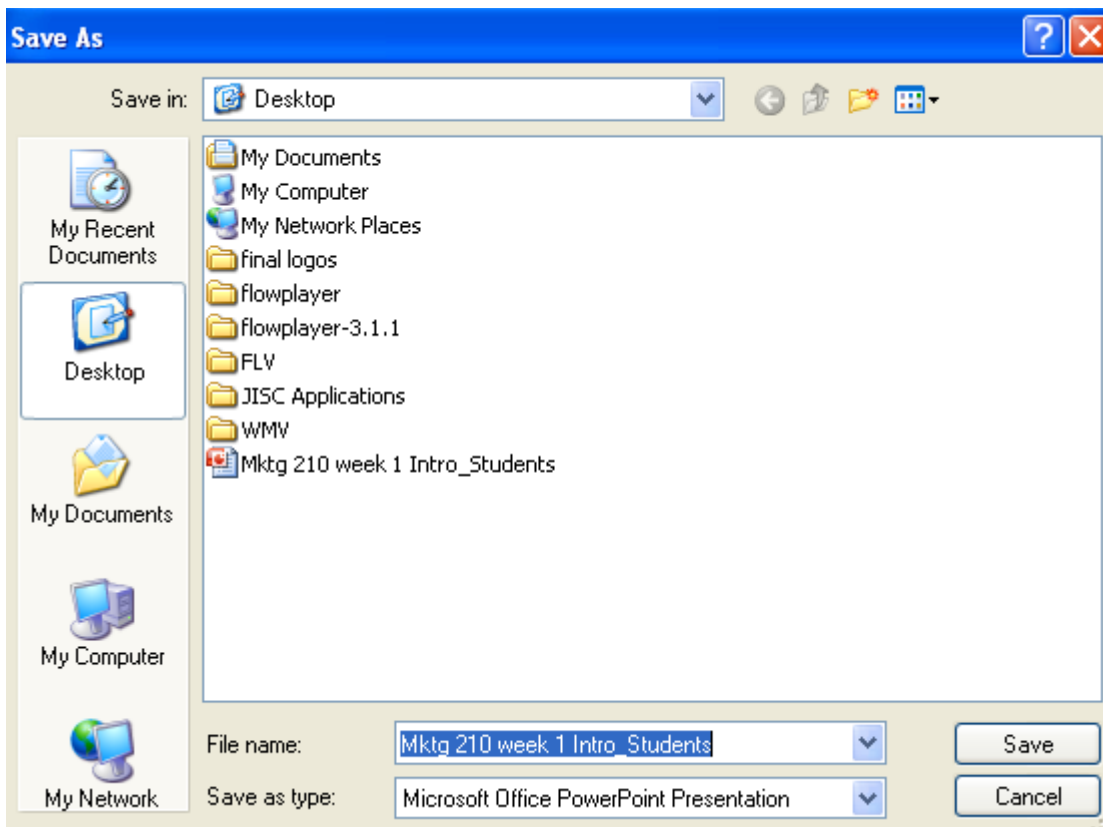


Although it says that the file is a 'compressed zip' folder, this is not actually the case and **it is safe to Open, or Save this file** (I recommend save, as it will take away the next step!)

If you click 'Open', the following window will appear:

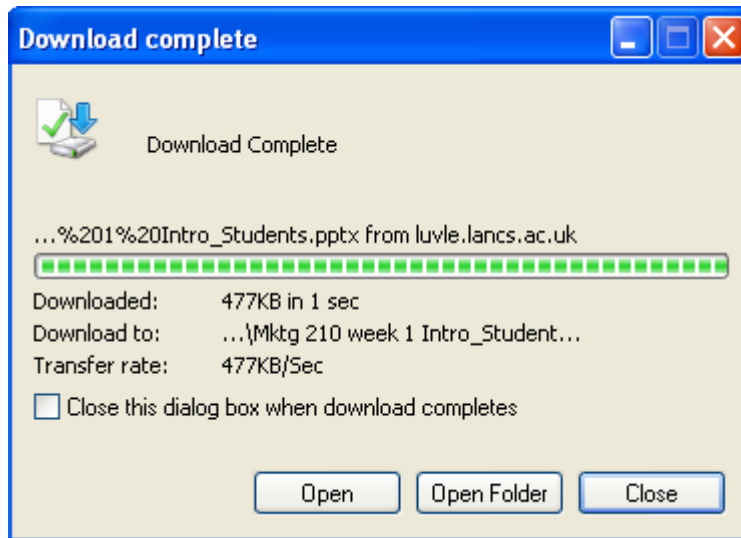


Again this is Internet Explorer not understanding its own file types !! **It is perfectly safe to 'Save' this file**, and you will then get the following window. I have chosen to save it to the desktop, although you may choose a folder in My Documents



Click 'Save'

The following window will appear:



It is safe to open your document, and provided you have either Office 2007, or an earlier version with the relevant plugin (see link below) then the document will open normally!

<http://office.microsoft.com/en-us/word/ha100444731033.aspx>

If you have tried the steps above, and are still experiencing difficulties, downloading Firefox for free (<http://www.mozilla.com/en-US/>) will fix the problem as this issue is limited to Internet Explorer.

**Please contact Learning Technology @ [learningtechnology@lancs.ac.uk](mailto:learningtechnology@lancs.ac.uk) if you require further clarification.**