



Headsprout Early Reading COMMON TECHNICAL ISSUES

INTRODUCTION

Our experience has shown that the most common technical issues are caused by one of two things: your web browser or the Macromedia Flash player plug-in. This document will explain how to fix these common issues.

IMPORTANT

If the user is using a Mac (OS 8.x or 9.x), ensure that they have enough RAM allocated to their web browser and Flash player.

THE FLASH PLAYER PLUG-IN

The Macromedia Flash player is what your web browser uses to run the Headsprout Reading program. For various reasons, this plug-in can become corrupted and the best way to fix the problem is to reinstall the plug-in.

1. Reinstall the plug-in

To reinstall the plug in go to <http://www.macromedia.com> and click on the 'Download Flash Player' link. Follow the instructions for downloading and installing the plug-in and then try to use the Headsprout Reading program. If this does not fix your problem, go to step 2 below.

2. If reinstalling the plug-in did not fix the problem

If reinstalling the plug-in did not solve your problem, then you will need to remove the plug-in and try to re-install it again. To remove the plug-in go to <http://www.macromedia.com/support/flash/ts/documents/playerfaq.htm#remove> and download the uninstall program specific to your Operating system and Flash player. After uninstalling the Flash player, repeat step 1 above.

3. Uninstalling and then reinstalling did not fix the problem

If uninstalling and then reinstalling the Flash player did not fix your problem, then the issue is most likely with your web browser. Please see the section "Your Web Browser".

YOUR WEB BROWSER

If your web browser becomes corrupted, the best way to fix the problem is to reinstall the browser or use a different one.

1. Reinstall the web browser

To reinstall your web browser, go to the web site your downloaded your browser from and re-download and install the web browser. After you have reinstalled the browser, try running Headsprout. If this does not fix your problem, go to step 2 below.

2. If reinstalling the web browser did not fix the problem

If reinstalling the web browser did not solve your problem, then you should try using one of the different web browsers below:

Microsoft Internet Explorer: <http://microsoft.com/ie/>
Mozilla Firefox: <http://www.mozilla.org/products/firefox/>
Safari (Mac only) <http://www.apple.com/safari/>

3. If using a different web browser did not fix the problem

If using a different web browser did not solve your problem, then please use our Knowledgebase system (below) to search for possible solutions or contact Headsprout Technical Support at techsupport@headsprout.com

4. Check for installed programs that may interfere with your web browser

Use the *msconfig.exe* utility and ensure only valid services are installed on startup.

NOTE: If your web browser can no longer access SSL connections, please refer to <http://www.headsprout.com/help/displayKB.cfm?articleID=47>

THE HEADSPROUT KNOWLEDGEBASE (KB)

We have an online searchable database of issues and solutions. Below are some helpful KnowledgeBase articles:

What are the computer requirements to run Headsprout? <http://www.headsprout.com/help/displayKB.cfm?articleID=8>
What can I do if the Headsprout Reading Program freezes? <http://www.headsprout.com/help/displayKB.cfm?articleID=27>
What if I don't hear any sound while using the program? <http://www.headsprout.com/help/displayKB.cfm?articleID=26>
How do I know if my Internet connection is fast enough? <http://www.headsprout.com/help/displayKB.cfm?articleID=45>
Receiving "Page can not be displayed or DNS error"? <http://www.headsprout.com/help/displayKB.cfm?articleID=47>
Local network problems that can affect Headsprout <http://www.headsprout.com/help/displayKB.cfm?articleID=63>
Programs that can interfere with Headsprout <http://www.headsprout.com/help/displayKB.cfm?articleID=25>
Stall during downloading <http://www.headsprout.com/help/displayKB.cfm?articleID=66>