

Knowledge Adventure

JumpStart Learning Games Phonics

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About Knowledge Adventure

Knowledge Adventure is dedicated to creating multimedia products that will help ensure your child's educational success and life-long love of learning. We encourage your child's natural love of learning by combining the latest educational innovations with the latest computer technology. We build fun and excitement into all our products so that your child will enjoy using them day after day, week after week.

What Is the JumpStart Learning System?

The *JumpStart Learning System* is an award-winning line of software that provides your child with a head start on education from baby-hood through elementary school. Each product includes dozens of puzzles and games blending an entire grade level of age-appropriate curriculum combining reading, math, language arts, science, art, music and more. Instruction is based on proven lesson plans from teachers.

JumpStart Learning Games give kids a chance to explore new worlds, play fun games and learn the basics of a specific skill. Designed to provide hours of arcade-style gameplay and essential educational fundamentals, *JumpStart Learning Games* are a great alternative to kids' videos and console video games.

Getting Started

This section covers everything you need to know to set up and start *JumpStart Learning Games Phonics* on your computer.

What Do I Need?

Windows 95/98

- Pentium 90 processor or higher*
- Quad-speed CD-ROM drive
- 16 MB RAM
- 15 MB available on hard drive
- SVGA 256 color or higher graphics capability
- 16 bit Windows compatible sound card
- Mouse

* Note: More than 2 MB Video RAM preferred

Macintosh

- PowerPC processor 120MHz or higher
- System 7.5.3 or higher
- Quad-speed CD-ROM drive
- 16 MB RAM available
- 15 MB available on hard drive
- 256 color graphics capability
- 640x480 resolution or higher
- Mouse

Windows 95/98 Installation and Features

Insert the **JumpStart Learning Games Phonics CD** into the CD-ROM drive and close the door. The following features will be available when the Autorun screen appears:



• Installing the Program

JumpStart Learning Games Phonics features the *AutoPlay* function available on Windows 95/98. Insert the **JumpStart Learning Games Phonics CD** into the CD-ROM drive and close the drive door. Click on **Install** when the Autorun screen appears and follow the prompts to complete the installation. If your CD-ROM drive does not support *AutoPlay*, follow these steps to install *JumpStart Learning Games Phonics*:

1. Click on **Start** and then move the cursor to **Settings**.
2. Click on **Control Panel**.
3. Double-click on **Add/Remove Programs**.
4. Click on **Install** and then on **Next**.
5. Follow the prompts to complete the installation.

Once the program has been installed, the button will read **Play**. Select this button to play the game.

• Uninstalling the Program

Follow these steps to use the uninstall function available under Windows 95 or 98 to remove *JumpStart Learning Games Phonics* from your system:

1. Click on **Start**.
2. Move cursor to **Settings**.
3. Click on **Control Panel**.
4. Double-click on **Add/Remove Programs**.
5. Click on **JumpStart Learning Games Phonics**.
6. Click on **Add/Remove**.
7. Click on **Yes** to complete the uninstall.

8. Go to Windows Explorer and delete the **JSLG Phonics** folder from the **KA** folder on your hard drive.

- **Running the Program**

JumpStart Learning Games Phonics uses the *AutoPlay* feature of Windows 95 and 98. To start the program, just insert the **JumpStart Learning Games Phonics CD** in the CD-ROM drive and click **Play** when the Autorun screen appears. If your CD-ROM drive does not support *AutoPlay*, follow these steps to start *JumpStart Learning Games Phonics*:

1. Close all running Windows applications.
2. Click on **Start**.
3. Move the cursor to **Programs** and then to the **Knowledge Adventure** folder, then to the **JumpStart** folder.
4. Click on the **JumpStart Learning Games Phonics** icon.

- **Help**

Click on the **Help** button to access this Help system.

- **Exit**

If you wish to exit the Autorun screen, click on this button.

- **JumpStart Demo**

Click here for a sample of other products in the JumpStart Learning System.

- **JumpStart Website**

Click here to go on-line to www.KnowledgeAdventure.com and www.JumpStart.com.

Macintosh Installation and Features

Insert the **JumpStart Learning Games Phonics CD** into the CD-ROM drive and close the door.

- **Installing the Program**

Double-click on the *JumpStart Learning Games Phonics* Installer to install the program.

- **Program**

To start the Macintosh version of *JumpStart Learning Games Phonics*:

1. Insert the **JumpStart Learning Games Phonics** CD into your CD-ROM drive.
2. Close all running Macintosh applications.
3. Open the **JumpStart Learning Games Phonics** folder on your hard drive and double-click the **JumpStart Learning Games Phonics** icon.

- **Help**

Double-click on the **Help** icon to access this Help system.

- **JumpStart Demo**

Double-click on the **Demo** icon for a sample of other products in the JumpStart Learning System.

- **JumpStart Website**

Click here to go on-line to www.KnowledgeAdventure.com and www.JumpStart.com.

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Welcome to JumpStart Learning Games Phonics!



Why Did the Bus Stop? goes from educational video to interactive learning wonder in *JumpStart Learning Games Phonics*. Hopsalot guides young learners through the JumpStart world, driving a school bus equipped with a Look-and-Listen Window which allows you to visit interesting places and play games. When you complete each game you'll earn one clue that will help you figure out why the bus stopped. Earn 3 clues and you'll get the chance to answer the question, *Why Did the Bus Stop?* Ready to play?

Sign-In



To sign in on the Look and Listen Window, type your name and click on the Hopsalot button. If you've already signed in, click on your name. If you don't see your name, click on the ARROW buttons until it appears. Then click on it.

Print Out the Look and Listen Window



Hopsalot invites you to print out the Look and Listen Window and 15 clues. That way, as you earn clues by playing the games in *JumpStart Learning Games Phonics*, you can place the clues on your own Look and Listen Window.

- Click on the PRINT button to print out the Look and Listen Window and all 15 clues.
- Color them in, ask an adult to help you cut them out, and you're ready to go.
- Click on the ARROW button to continue playing.

Main Menu



Click on any of these locations on the Main Menu to play a game:

- **Fire House**
- **Farmer MacDonald's Barn**
- **Train Station Cuckoo Clock**
- **Band Stand**

If you've already visited a location and completed that game, you can revisit it, but you won't earn any more clues at that location. No clues are found at the Band Stand.

Bus Button

Click on the BUS Button on any screen to view the Options Screen. The Options Screen allows you to access the following options:



- **Volume** - Slide the BUS button to control the volume.
- **Look-and-Listen Window** - Click on the clues you've earned so far.
- **Levels** -
 - *Content*: Click on a CONTENT LEVEL number, 1, 2, or 3, to control the content level.
 - *Gameplay*: Click on a GAMEPLAY LEVEL button, EASY, MEDIUM, or HARD, to control the gameplay level.
- **Credits** - Click on the CREDITS button to see the names of the people who worked on this product.
- **Exit** - Click on the EXIT button to exit the program.
- **Arrow** - Click on the ARROW button to return to the previous screen.

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The Games

All games feature sticky "click and move" cursors. During gameplay, if you need to hear a question repeated, click on the card displaying the target item. Click on the ARROW button in any game to return to the Main Menu.

The Fire House



Help train Firefighter CJ to get ready quickly when the Fire Alarm sounds!

- An object or word appears in the top right corner of the screen.
- Press the ARROW keys to move Firefighter CJ over objects or words in the Fire House which rhyme with the object or word in the top right corner of the screen.
- Press RETURN or ENTER key to select the rhyming object or word.
- When you've found enough rhyming objects or words on screen to complete a round you'll earn one of these items: a firefighter's helmet, a coat, pants, and boots!
- When you've completed all the games you can print them out and use them to dress up cut-outs of Firefighter CJ and Firefighter Edison!
- Dog biscuits appear throughout the Fire House. Move Firefighter CJ over the dog biscuits to pick them up.
- When Pepper the Dog blocks Firefighter CJ's way, press the SPACEBAR to throw him a dog biscuit.
- Click on the ARROW button to return to the Main Menu.

Farmer MacDonald's Barn



Rip Rat needs to clean out the loft. Can you help him by catching the correct objects?

- An object or word appears on Hattie Hen's card.
- Using your mouse, move the basket to catch only those falling objects whose names begin or end with the same sound as the word or object on Hattie Hen's card, according to her instructions.
- Each time you catch a correct object, an egg appears in the top left corner of the screen. If you catch an incorrect object, one egg is removed. When you've earned enough eggs to complete a round you'll earn a colorful Boo Boo Strip!
- When you've completed all the games you can print them out and wear them, just like Boo Boo Bunny!
- Click on the ARROW button to return to the Main Menu.

Train Station Cuckoo Clock



Tickle Cuckoos and learn about vowel sounds at the same time!

- A letter, object or word appears on Aggy Astor's card and a feather sticks to your cursor.
- When Cuckoos pop out of the Cuckoo Clock, tickle them with the feather if they display a correct letter, object or word according to Aggy Astor's instructions. Each time you tickle a correct Cuckoo, a little Cuckoo appears in the top left corner of the screen. If you tickle an incorrect Cuckoo, a little Cuckoo is removed.
- When you've earned enough Cuckoos to complete a round you'll earn one of these items: a cuckoo, a clock face, a big hand, and a little hand.
- When you've completed all the games, you can print them out and make your very own Cuckoo Clock (see instructions below)!
- Click on the ARROW button to return to the Main Menu.

Here's what you need to assemble your Cuckoo Clock:

1. Your printout of Cuckoo, the clock face, the little hand circle, and the big hand (*If you'd like to color them in, go ahead and do this before putting your Cuckoo Clock together.*)
2. A piece of cardboard that's at least as big as the clock face
3. A tack, pushpin, or brass paper fastener
4. A crayon, marker, pencil or pen
5. A pair of scissors (*Be sure to ask for cutting-out help from a grownup!*)
6. White glue

Here's how to assemble your Cuckoo Clock:

1. Using the scissors, cut out the Cuckoo pictures, the Big Clock Face, the Little Hand Circle, and the Big Hand. Cut the triangular wedge out of the Little Hand Circle. Be careful not to cut the Little Hand out of its Circle.
2. Lay the Big Clock Face down flat on the cardboard.
3. Using the crayon, marker, pencil or pen, trace around the outside of the Big Clock Face until you've drawn a complete circle. Then, put the Big Clock Face down and pick up the cardboard.

4. Using the scissors, cut out the circle you drew on the cardboard.
5. Spread white glue over one side of the cardboard. Don't use too much! Use a piece of scrap paper to spread it around.
6. Hold the Big Clock Face over the glued cardboard so that you can see the numbers printed on the front. Gently place it down on top of the glued cardboard. Make sure the edges of the Big Clock Face are even with the edges of the cardboard circle.
7. Place the Little Hand Circle on top of the Big Clock Face. Make sure it's right in the center, so that the edges of the Little Hand Circle don't touch any numbers on the Big Clock Face.
8. Place the Big Hand on top of the Little Hand so that the circle on the wide end of the Big Hand overlaps the circle on the wide end of the Little Hand.
9. Carefully push the tack, pushpin, or brass paper fastener through the center hole in the circle on the wide end of the Big Hand. Keep pushing until you've pushed all the way through the Little Hand Circle and the cardboard. If you're using a brass paper fastener, bend the ends to the side after you've pushed them through the cardboard.
10. Now, slowly turn the Little Hand until it points to numbers on the clock. When it points to the time you eat lunch, glue the picture of Cuckoo eating lunch onto the Big Clock Face so that he peeks out through the window in the Little Hand Circle. When the Little Hand points to the time you go to bed, glue the picture of Cuckoo yawning in bed onto the Big Clock Face so that he peeks out through the window in the Little Hand Circle. Do this with all the pictures of Cuckoo.

That's it! Your Cuckoo Clock is complete. Turn the Little Hand around to see the things you and Cuckoo do at each hour of the day. Ask an adult to help you hang your Cuckoo Clock on the wall.

Band Stand Sing-Along



Join Hopsalot in the Band Stand for a rip-roaring Phonics sing-along!

- Just click on the name of a song you'd like to sing:
 - **Why Did the Bus Stop?**
 - **Stop! Look and Listen**
 - **Cuckoo Cuckoo**
 - **Old MacDonald Had a Farm**
 - **Where is Pepper the Dog?**
- Then sit back and enjoy a colorful music video. The words to the song will appear and highlight as the song plays. Just read and sing along!
- Click on the ARROW button to return to the Main Menu.

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Putting the Bus Away



Playing with JumpStart Learning Games Phonics is busloads of fun, but every now and then you'll need to put the bus away. So what should you expect at the end of the line?

Why Did the Bus Stop?

After you've found three clues, Hopsalot asks you if you know why the bus stopped. Four possible answers are shown. Click on what you think is the correct answer.

Your Official Letter Learner's Certificate

After you've completed all the activities in JumpStart Learning Games Phonics, Hopsalot presents you with your very own Certificate of Completion.

- Click on the PRINT button to print it out.
- Click on the ARROW button to put it away.

Print-Out Fun

Hopsalot invites you to print out all the goodies you've earned while playing JumpStart Learning Games Phonics.

- Click on the ARROW button to see the different sets of printables in the Print Window.
- Click on the PRINT button to print out those which are displayed in the Print Window. *Here's a suggestion: If you have sticker paper, why not try printing out your goodies as stickers? Then you can cut them out and make great decorations!*
- Click on the EXIT button when you're through printing.

Begin a New Game or Quit?

Hopsalot asks if you'd like to begin a NEW GAME or QUIT.

- Click on NEW GAME to return to the Sign-In Screen.
- Click on QUIT to quit the program.

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JumpStart Learning Games Phonics Credits

Knowledge Adventure Credits

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Lisa Scollan

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Ryan Wiesbrock

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Rob Boyle
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Mark Covell
Kevin O'Neill

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Phil Straub

Contributing Background Artists

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Jessica Moodie
Elaine Tabol

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Chris Cherubini
Dave Chiapperino

Digital Ink & Paint

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Jane Gillis
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Contributing Sound Designers

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Laura Diekmann
Peter Gabriele
Joel Gould
Andrew Gilbert
Brenda Kazzi
Rebecca Minor
Ken Perkins
Christopher Seaman
Brendon Tetrault
Ryan Wiesbrock
Jennifer York

Songs

The Bus Stop Bop

Lyrics and music by:
Ryan Wiesbrock & Susan Decker

Stop Look & Listen

Lyrics: The Bus Stop Boppers
Music: Joel Gould

Time Song

Lyrics: Bruce Zimmerman & The Bus Stop Boppers
Music: Bruce Zimmerman

Where is Pepper?

Lyrics: Bruce Zimmerman & The Bus Stop Boppers
Music: Bruce Zimmerman

Old MacDonald Phonics Song

Lyrics: Bruce Zimmerman, Susan Decker, & Lisa Conlin
Music traditional; Arr: Bruce Zimmerman

The Bus Stop Boppers are:

Susan Decker
Lisa Conlin
Jeff Zweig
Edgar Gresores
Joel Gould
Ryan Wiesbrock
Kristen Campanella

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CD-ROM Storage and Handling

In storing and handling this CD-ROM disc, you should use the same care as you do with music CDs. If this CD-ROM disc stops working, check to see if it is soiled by fingerprints, dust, or dirt. If so, it can be wiped clean. Always wipe the non-printed side in a straight line, from the center to the edge with a clean, lint-free, soft, dry cloth. No solvent or abrasive cleaner should ever be used on any CD-ROM. No further cleaning will be necessary if the CD-ROM is always held by the edges and is replaced in its "jewel case" immediately after playing. Follow these tips and your CD-ROM will provide a lifetime of creativity, learning, and fun.

Quick Troubleshooting Guide

BEFORE YOU CALL (OR TAKE THE PROGRAM BACK)....

Since you are reading this Quick Troubleshooting Guide, you have probably had trouble installing or running your new Knowledge Adventure program. We've put the following procedures together to help you resolve the more common problems you may be experiencing. Please try these before contacting Technical Support--they just may save you some time and get your program working for you.

PLEASE NOTE: The great majority of the time, the program CD is not the reason you are having problems with the program. It is possible, but we have checked many returned CDs and found they worked OK. Unless the CD is scratched or otherwise physically damaged, it is highly unlikely the CD itself is defective. Before exchanging your CD for another one, please see if these troubleshooting procedures or the additional assistance from our Technical Support staff can help you get the program working.

Some of the more common problems you may have experienced are listed below, along with some things to try that may help you fix the problems. Should you continue to have problems with your program after trying these procedures, please click on the "Contact Technical Support" link in the last "Try This" block to get information about how to contact our Technical Support staff and about what information they will need from you to most effectively help you.

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[Procedures for Improving Video Playback](#)

[Click here if you have a computer using Windows® 95 or 98.](#)

[Click here if you have a Macintosh® computer.](#)

Windows® 95/98 Troubleshooting

Problem	Try This
1. If the program has been working properly, but now locks up or gives you an error message	a. Reboot the computer b. Check and clean the CD c. Run ScanDisk and Disk Defragmenter d. Uninstall and reinstall the program
2. If you get a message stating you must run the program in 256 colors or you only see part of the screen as you move your mouse and click	a. Check and adjust the color setting

3. If you get a message indicating a drive or file cannot be read or that asks you to insert the CD when it is already in the drive	a. Reboot the computer b. Check and clean the CD c. Check for a conflict with another program
4. If there is no sound in the program, but the program is running without any error messages	a. Check Windows' sound volume settings b. Check speaker volume control and connections to sound card c. Confirm sound is playing properly in Windows
5. If you have skipping or choppy sound	a. Check your sound card settings
6. If you have distorted audio or video	a. Identify your video and sound cards b. Update your sound and video card drivers
7. If you get a "DIB" error message	a. Check for system errors and performance problems
8. If you consistently have the program lock up or give you an error message	a. Check and clean the CD b. Run ScanDisk and Disk Defragmenter c. Uninstall and reinstall the program d. Check for a conflict with another program e. Identify your video and sound cards f. Update your sound and video card drivers
9. If you have trouble printing	a. Remove printer accessories b. Check printer setup c. Adjust the color setting for printing
10. Additional Technical Support Tips	a. How to use the Windows Report Tool in Windows 98 b. Make sure your sound card can play 16-bit wave files c. Updating Third Party Software
11. If you continue to have problems after trying these solutions	a. Contact Technical Support

Macintosh® Troubleshooting

<i>Problem</i>	<i>Try This</i>
1. If the program has been working properly, but now locks up or gives you an error message	a. Reboot the computer b. Check and clean the CD c. Run Disk First Aid d. Uninstall and reinstall the program
2. If you get a message stating you must run the program in 256 colors	a. Check and adjust the color setting
3. If you get a message indicating that a file cannot be read	a. Reboot the computer b. Check and clean the CD c. Check for an extension conflict
4. If there is no sound in the program	a. Verify and adjust the system sound
5. If you get a memory error	a. Check the computer's memory settings
6. If you consistently have the program lock up or give you an error message	a. Check and clean the CD b. Run Disk First Aid c. Uninstall and reinstall the program d. Check the computer's memory settings e. Check for an extension conflict

7. If you have trouble printing	a. Remove printer accessories b. Check for a printer conflict
8. Additional Technical Support Tips	a. Keep system fonts active b. Check the hard disk drive name
9. If you continue to have problems after trying these solutions	a. Contact Technical Support

Windows® 95/98 Troubleshooting Procedures

Adjusting the Color Setting

Some Knowledge Adventure programs require that you run in a 256 color graphics mode in Windows. This was done to increase the performance of the program and help screen transitions take place more quickly. The following procedure will help you determine the best way to correct this problem:

- Click on Start.
- Click on Settings.
- Click on Control Panel.
- Double-click on Display.
- Click on the Settings tab.
- Click on the down arrow (triangle) and select 256 Colors.
- Click on the OK button.
- Restart Windows when prompted to do so.

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Checking and Cleaning the CD

Determine if the CD may be dirty or damaged. Fingerprints and smudges will cause a program to stop functioning correctly. Use the following procedure to check for a dirty or damaged CD:

- Take a damp cloth and wipe off the clear side of the CD from the inside ring to the outside edge.
- Dry the CD off in the same manner.
- Look for any deep scratches on the CD.
- If the CD looks fine, then try running the program again. If the CD is scratched, you may have to replace the CD.

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Checking for a Background Program Conflict

Determine whether any programs running in the background are interfering with the KA program. Use the following procedure to check for a conflict with another program running in the back ground:

- Press the CTRL, ALT, and DEL keys on the keyboard at the same time and then release them. A window entitled Close Program will appear. You will see Explorer and Systray along with other programs in this window.
- Click on a task other than Explorer or Systray to highlight it.
- Click on the End Task button at the bottom of the Close Program windows to temporarily close the program.
- If a box appears that says, "This program is not responding," click on the End Task button.
- Press the CTRL, ALT, and DEL keys on the keyboard at the same time and then release them to bring up the Close Program window again. (Repeat this procedure until the only programs left in the Close Program window are Explorer and Systray.)
- Click on the Cancel button in the Close Program window to close it.
- Run the program.
- If the program runs properly, then one of the programs you closed is interfering with your KA program. Restart Windows to start these programs again, then turn them off one at a time. The program that, when closed, allows the program to work OK is the one causing the conflict.

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Running ScanDisk and Disk Defragmenter

- **ScanDisk**

- Click on Start.
- Click on Programs.
- Click on Accessories.
- Click on System Tools.
- Click on ScanDisk.
- Select Drive C: and select Standard in the Type of Test section.
- Place a check in Automatically fix errors.
- Then click on the Start button in the ScanDisk window.
- Once ScanDisk has completed, click on the Close button, then click on the Close button again.

- **Disk Defragmenter**

- Click on Start.
- Click on Programs.
- Click on Accessories.
- Click on System Tools.
- Click on Disk Defragmenter.
- Select Drive C: and click on OK.
- Despite the message that Windows95/98 gives, click on the Start button to start the defragmentation process.
- Once the defragmentation is complete, click on Yes to "Do you want to quit Disk Defragmenter?"

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Checking Sound Card Settings

- Click on Start.
- Click on Settings.
- Click on Control Panel.
- Double-click on Multimedia. This will open to the Audio tab.
- In the Playback section (upper half of the screen), note what is listed for "Preferred Device." Select a "wave out" setting. Usually there will be one that reflects the name or abbreviation for your sound card. You should not normally select "Game Compatible Device" or a voice modem wave setting.
- Click on the Midi tab.
- In the Single Instrument box, select a configuration that has FM, Synth, or Voyetra in the Instrument Name and click OK.

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Confirming Sound in Windows

- Click on Start.
- Click on Find.
- Click on Files or Folders.
- In the Named line, type *.WAV.
- Make sure that the Look In line is set to the C: drive and there is a check mark by Include Subfolders.
- Click on Find Now. This will generate a list of Wave files.
- Pick a line and double-click on the icon to the left of the file name. This will launch a sound file player. If you hear no sound or get an error message, Windows is not set up to play Wave sound files properly.
- Close the player.
- In the Named line, type *.MID
- Click on Find Now. This will generate a list of Midi files.
- Pick a line and double-click on the icon to the left of the file name. This will launch a sound file player. If you hear no sound or get an error message, Windows is not set up to play Midi sound files properly.
- Close the player.

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Adjusting the Windows Sound Volume Settings

- Click on Start.
- Click on Programs.
- Click on Accessories.
- Click on Multimedia for Windows 95 or on Entertainment for Windows 98.
- Click on Volume Control.
- Adjust the controls so that they are all set in the middle.
- Make sure no columns are muted.
- Click on Options.
- Click on Exit.
- Run the program. Adjust the levels as necessary.

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Making Sure Your Sound Card Can Play 16-bit Wave Files

- Click on Start.
 - Click on Run.
 - Type: C:\WINDOWS\IMPLAYER.EXE and click on the OK button. This launches Media Player.
 - Click on Device.
 - Click on Sound. This will open up a File window.
 - Look for a sound file that reads "Jungle Windows Start" and double-click on it. This will load the file into Media Player.
 - Click on the right pointing triangle in the lower left hand corner of Media Player. If the slider bar moves across the screen, but you don't hear any sound, your system is not functioning properly or you don't have a 16-bit sound card. You should call either the system manufacturer or the sound card manufacturer to correct this problem.
 - If the "Jungle" set of sound files are not installed, try the following to install them. You will need your Windows 95 or 98 CD to complete the procedure.
-
- Click on Start
 - Click on Settings
 - Click on Control Panel
 - Double-click on Add/Remove Programs
 - Click on the Windows Setup tab
 - In the Components list, double-click on Multimedia
 - Click the box by Multimedia Sound Schemes so it is checked.
 - Click OK, then OK again.
 - Windows will prompt you for your Windows 95 or 98 CD to complete installation of the sound files.

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Updating Device Drivers

- A device driver is a software program that makes a hardware device work. Updating to a newer version of a device driver may improve the performance of your hardware device. Most manufacturers update the device drivers for their products from time to time to correct problems or to make them more compatible with newer technologies. They usually make the device drivers available on their web sites where you can download them.
- Knowledge Adventure programs are most commonly affected by your sound and video device drivers. Occasionally, the CD-ROM device driver can also affect the programs. To update your sound and video card device drivers, or your CD-ROM device driver, you first need to know the brand and model of your card or drive and your operating system. If you don't know what kind of card or drive you have, please [click here](#). To return to this screen rather than the Troubleshooting Table, click on the back arrow on your internet browser.
- You next need the web site address, or URL, to contact the computer manufacturer or device manufacturer. Your computer documentation may identify these web sites or you may be able to find them by using a search program

to look for the sites. Some sites have a device drivers or download link on their main web page, while others have a support or technical support link. Follow the manufacturer's directions to download and install their device driver.

- **NOTE:** If you have a computer which is still under warranty, you should always check with your computer manufacturer first to be sure you do not violate the terms of the warranty agreement. Some computer manufacturers also use special versions of the device drivers. The device may not work properly if a standard device driver is used.
- If you do not have internet access, you will need to contact the manufacturer by telephone. Your documentation should provide a support number. If not, your computer dealer may be able to help you contact the manufacturer.

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Identifying the CD-ROM and the Video and Sound Cards

- Click on Start.
- Click on Settings.
- Click on Control Panel.
- Double-click on the System icon.
- Click on the Device Manager tab.
- Locate a CDROM category.
- Click on the "+" to the left of CDROM. This should give a specific description of the CD-ROM.
 - **NOTE:** If you see ATAPI, a standard Windows CD-ROM device driver is in use. You will need to check your system documentation to identify the actual CD-ROM you have.
- Locate a Display Adapters category.
- Click on the "+" to the left of Display Adapters. This should give a specific description of the video card.
- Locate a Sound, Video and Game Controllers category.
- Click on the "+" to the left of Sound, Video and Game Controllers. This should give a specific description of the sound card.
- Write down these settings for future reference.

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Updating Third Party Software

Some Knowledge Adventure programs use third party software. This is software that is used by the program but is produced and supported by another company. This software is current as of the time when the program was first produced, but often times there are newer versions available from the company that produces the software. The most common third party software is addressed below.

- **Adobe Acrobat Reader.** Some supporting files, such as parent tips or workbooks, are in Adobe Acrobat format (PDF file). The Reader allows you to view these files on your computer and to print them out. The latest version of Adobe Acrobat Reader is available at <http://www.adobe.com/>.
- **Microsoft DirectX.** Some newer programs use DirectX for multimedia enhancement. The latest version of DirectX is available at www.microsoft.com/directx.
- **Apple QuickTime.** QuickTime is a utility that plays movie files within some of our programs. The latest version is available at <http://www.apple.com/>.
 - **NOTE:** Many existing programs use QuickTime version 2.X., an earlier version of QuickTime than you will find on the web site. If you download the latest version of QuickTime, you must still have the earlier version installed or these programs will not function properly.
- If you do not have internet access, you will need to contact the manufacturer by telephone. Your documentation should provide a support number. If not, your computer dealer may be able to help you contact the manufacturer.

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Identifying System Errors and Performance Problems

- Click on Start.
- Click on Settings.
- Click on Control Panel.
- Double-click on the System icon.
- Click on the Device Manager tab.
- Note whether any items on the list are already open with a (-) sign on the left instead of a (+) sign.
- If so, look for any lines with a red X, yellow exclamation mark, or yellow question mark. Write down any items like this that you find.
- Note whether there is a CDROM line near the top of the list. If not, write this down, too.
- Click on the Performance tab.
- Note what is listed on the File System and Virtual Memory lines. If either does not say "32-bit", write down what it says for the item.
- If there are any system errors or performance issues, you should contact your dealer or computer manufacturer for assistance in resolving them before doing further troubleshooting for the KA program.

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How to Use the Windows Report Tool (Windows®98 only)

- Click on Start.
- Click on Run.
- Clear the Open line and type: WINREP
- Click OK.
- Click on the Options menu.
- Click on Collected Information...
- Windows will scan your system and bring up a Collected Information window.
- In the lower part of the screen (system settings to copy), you will find a variety of information about your computer. The following information is particularly useful in troubleshooting Knowledge Adventure programs.
 - Operating System (OPERSYSTEM)
 - Computer Brand (COMPMAKE)
 - Computer Model (COMPMODEL)
 - Computer Speed (COMPSPEED)
 - System RAM (MEMRAM)
 - Drive Space (DRIVES)
 - Video Card (DISPLAY)
 - Sound Card (MULTIMEDIA)

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Removing Printer Accessories

Some printers have installable font cartridges. If one of these cartridges is in the printer when you are trying to print, you may end up with only a half page of image. This is because the printer loads the fonts on the first half of the page. Remove the font cartridge from the machine, and try printing again.

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Checking the Printer Setup

- Click on Start.
- Click on Settings.
- Click on Printers.
- Verify that there is an icon that matches the printer you are using. If not, you may need to reinstall your printer drivers or get the correct printer drivers from the manufacturer.
- With the right mouse button, click once on the icon for the printer you are using. A short menu will appear.
- Verify that "Set as Default" is checked.

- With the left mouse button, click on Properties.
- Click on the Details tab.
- Click on the Spool Settings button.
- Select "Print Directly to Printer" and click OK, then OK again.
- Close the Printers window

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Adjusting the Color Setting for Printing

Some Knowledge Adventure programs, primarily Davidson or Fisher-Price programs, may work OK in high color or true color, but will not print properly at these color settings. Changing the color setting to 256 colors usually will correct the printing problem.

- Click on Start.
- Click on Settings.
- Click on Control Panel.
- Double-click on Display.
- Click on the Settings tab.
- Click on the Down Arrow and select 256 Colors.
- Click on the OK button.
- Restart Windows when prompted to do so.

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Uninstalling and Reinstalling Program

There are three ways to uninstall Knowledge Adventure programs:

- Some programs have their own Uninstall icon in the program group.
 - Click on Start.
 - Click on Programs.
 - Find the program group and click on the Uninstall icon.
 - Follow the prompts to uninstall the program.
- If the program does not have its own uninstall procedure, check to see if it is on the Windows Add/Remove Programs list.
 - Click on Start.
 - Click on Settings.
 - Click on Control Panel.
 - Double-click on the Add/Remove Programs icon.
 - Check to see if the program is listed in the window. If so, click on it to highlight its name.
 - Click the Add/Remove button.
 - Follow the prompts to uninstall the program.
- If the program doesn't have its own uninstall program and doesn't appear on the Add/Remove Programs list, you will have to manually remove the program files from your hard drive.
 - Click on Start.
 - Click on Programs.
 - Click on Windows Explorer.
 - Find the program installation folder (such as C:\KA\2G for JumpStart 2nd Grade), highlight it, and delete it.

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Procedures for Improving Video Playback

Adjusting the color resolution of your system to 16 bit (high color) may improve the image quality of the video sequences. Alternate color resolutions from 8 bit (256 color) to 16 bit (high color), or vice versa, to determine the best performance

and video quality.

Note: If experiencing printing problems switch your color resolution to 256 color.

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Contacting Technical Support

Knowledge Adventure Technical Support can be reached in the following ways:

- Visit our Online Technical Support at www.knowledgeadventure.com. More detailed, program specific troubleshooting information can be found there. You can also e-mail us from the web site if you are unable to find the help you need.
- Call our toll free Technical Support line at (800) 556-6141. You may find the help you need from the automated tech support, or you can talk directly with one of our technicians.

To help our Technical Support staff assist you more effectively when you call, please be at your computer and at your Windows Desktop screen. It will take longer to help you if your computer is not on and ready for use, or if you have your Knowledge Adventure or some other program running. Also, please have the following information available:

- Program Name and Version (if any) from the CD label.
- System Information:
 - Brand
 - Type of processor and speed (MHz)
 - Windows version
 - System memory
 - Sound card
 - Video card.
- Description of the problem:
 - What is the program doing or not doing?
 - Are you getting any error messages? If so, what do they say and where are you in the program when they occur?
 - Some error messages, such as the Illegal Operation message, also have a Details button. Please write down the first part of the details message (before the listing of memory registers).
- What you have already tried to resolve the problem.

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Macintosh® Troubleshooting Procedures

Adjusting the Color Setting

- Click on the Apple menu.
- Go to Control Panels.
- Click on Monitors or Monitors and Sound.
- Click on the Monitor icon.
- Select 256 colors.

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Checking and Cleaning the CD

Determine if the CD may be dirty or damaged. Fingerprints and smudges will cause a program to stop functioning correctly. Use the following procedure to check for a dirty or damaged CD:

- Take a damp cloth and wipe off the clear side of the CD from the inside ring to the outside edge.
- Dry the CD off in the same manner.
- Look for any deep scratches on the CD.
- If the CD looks fine, then try running the program again. If the CD is scratched, you may have to purchase a replacement CD.

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Running Disk First Aid

Your system software includes a disk utility program called Disk First Aid. You can use Disk First Aid to check your internal hard disk for directory problems. Please refer to your system software documentation for instructions on how to launch and use the Disk First Aid program.

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Checking the Computer's Memory Settings

- Click on the Apple icon in the upper left-hand corner of the desktop.
- Click on Control Panels.
- Click on Memory.
- Turn off Virtual Memory and Ram Disk.
- Set the Disk Cache to 128K.

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Checking for an Extension Conflict

Determine whether an extension conflict is impairing the performance of the program by using the following procedure:

- Double-click on the hard drive folder. (may be located in upper right-hand corner)
- Double-click on the System Folder.
- Among the folders in the System Folder, there should be a Control Panels, Extensions, and StartUp Folder.
- Create three folders called: Control Panels Disabled, Extensions Disabled, and StartUp Disabled.
 - To create a new folder, click on File and then New Folder in the menu bar.
 - Type the name of the new folder and hit the ENTER key on the keyboard. This will create a new folder with the name you specify.
- Drag all of the items in the StartUp Folder into the StartUp Disabled Folder.
- Drag all of the items in the Controls Panels Folder into the Control Panels Disabled Folder.
- Drag all of the items in the Extensions Folder into the Extensions Disabled Folder. Except for:
 - QuickTime
 - QuickTime Power Plug-In
 - QuickTime Musical Instrument
 - Sound Manager
 - Apple CD-ROM.
- Confirm that the StartUp and Control Panels Folders are empty. And confirm that the Extensions Folder ONLY contains QuickTime, QuickTime Power Plug-In, QuickTime Musical Instrument, Sound Manager, and Apple CD-ROM.
- Close all open folders and restart the Macintosh.
- Run the program.

If this did not solve the problem, then return the computer to its original configuration by dragging all of the items from the Disabled Folders to their original folders and restarting the computer. If this solved the problem, then you can selectively move items from the Disabled Folders to their original folders until the problem re-occurs. You may have a conflicting or corrupt extension. [Return to Troubleshooting Table](#)

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Verifying and Adjusting System Sound

You must have the volume control adjusted up, have the sound-in source set to Internal CD, and be able to hear alert sounds to hear sound from our programs.

- To test the system sound:
 - Click on the Apple menu.
 - Go to Control Panel.
 - Select Sound, Sound and Displays, or Monitors and Sound.
 - At the top menu, click on the down arrow, and select Alert Sounds.
 - Use your mouse to click on the volume control slider switch.
 - If you do not hear the sound, adjust that volume control up until you hear your chosen alert sound.
- If you cannot hear the test sound:
 - If you have external speakers, verify they are plugged in correctly.
 - Adjust the main volume control. If this setting is too low, it can prevent you from hearing the alert sounds or the sounds in our program.
 - Click on the Apple menu.
 - Go to Control Panels.
 - Select Sound, Sound and Displays, or Monitors and Sound.
 - Select Volumes from the menu toward the top of this window.
 - Adjust the volume controls up, and you should clearly hear the test sound when you click on the volume slider control on the screen.
- If you still have no sound or have poor sound quality:
 - Click on the Apple menu.
 - Go to Control Panels.
 - Select Sound, Sound and Displays, or Monitors and Sound.
 - Select Sound In from the top menu.
 - Click on the Options button on the Sound In page.
 - Set the Sound-in source to the internal CD. You should now have sound from our program.

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Removing Printer Accessories

Some printers have installable font cartridges. If one of these cartridges is in the printer when you are trying to print, you may end up with only a half page of image. This is because the printer loads the fonts on the first half of the page. Remove the font cartridge from the machine, and try printing again.

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Checking for a Printer Conflict

- Make sure there is nothing in the Control Panel or Start Up folders except QuickTime files, Sound Manager, the CD-ROM driver, and the printer driver that matches your printer.
- Restart the computer
- Try printing from the program.

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Keeping System Fonts Active

Macintosh users who have a large number of fonts installed sometimes disable or delete the standard fonts that install with the system software. Some programs assume that these fonts are installed and active, and when they are not found, cause problems with the program. Typical of this is an "Assertion Failed" error in line 6XX. This occurs when a program

cannot find the Courier font, for example. If you see unusual character displays or get an assertion error in a line numbered in the 600's, check the installed fonts to make sure the system fonts are installed and active on your computer.

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Checking the Hard Disk Drive Name

Occasionally, Macintosh users rename the hard disk drive using non-standard characters such as / or \. This can cause errors accessing the hard disk drive. Typical of such errors in an "Assertion Failed" error in line 5XX. This is easily corrected by renaming the hard disk drive using standard characters. [Return to Troubleshooting Table](#)

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Uninstalling and Reinstalling the Program

- If your Knowledge Adventure program runs without installing, it may still have created a file or folder in your Preferences folder to track player information. To check this:
 - Double-click on the hard drive icon.
 - Double-click on the System folder.
 - Double-click on the Preferences folder.
 - Search for any folders or files related to your program and drag them to the trash.
- If your program installed files to the hard drive, to uninstall it:
 - Drag the installation folder to the trash.
 - Check in the Preferences folder (see above) and remove any additional files or folders that are related to the program.
- To reinstall the program, follow the instructions in your User's Guide that came with the program.

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Contacting Technical Support

Knowledge Adventure Technical Support can be reached in the following ways:

- Visit our Online Technical Support at www.knowledgeadventure.com. More detailed, program specific troubleshooting information can be found there. You can also e-mail us from the web site if you are unable to find the help you need.
- Call our toll free Technical Support line at (800) 556-6141. You may find the help you need from the automated tech support, or you can talk directly with one of our technicians.

To help our Technical Support staff assist you more effectively when you call, please be at your computer and at your Macintosh Desktop screen. It will take longer to help you if your computer is not on and ready for use, or if you have your Knowledge Adventure or some other program running. Also, please have the following information available:

- Program Name and Version (if any) from the CD label.
- System Information:
 - Type of processor and speed (MHz)
 - Operating system version
 - System memory
- Description of the problem:
 - What is the program doing or not doing?
 - Are you getting any error messages? If so, what do they say and where are you in the program when they occur?
- What you have already tried to resolve the problem.

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