

# Technical Support

E-mail: [support@spellingcentre.com](mailto:support@spellingcentre.com)

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*The Spelling Centre – The first 200 words*  
by Australian Curriculum Software

[www.spellingcentre.com](http://www.spellingcentre.com)

# Technical Support

## THE SPELLING CENTRE - The First 200 Words

**School Network Version 2006/07** for Windows 98, 2000, NT, ME, XP

If *The Spelling Centre – The first 200 words* is not working on your school network, please contact us (preferably by e-mail) with details of the problem you are experiencing.

If possible, we would like to contact your technician directly.

If your *Network Version* CD-ROM is lost or damaged, please contact us for a free replacement (one free replacement per school per year).

E-mail: [support@spellingcentre.com](mailto:support@spellingcentre.com)

Or print out the Technical Support Fax Form, from the PDF Manual, or on-line at:  
<http://www.spellingcentre.com/TechSupport.pdf>

## Specifications

Windows 98, 2000, NT, ME or XP, Pentium II, 128 meg RAM

Mac OS X 10.1 or higher, iMAC, eMAC, g3, g4, g5, 128 meg RAM

### SCHOOL NETWORK VERSION:

Is designed to be copied onto a school file server, with linked shortcuts placed on the desk-tops of classroom computers

Has room for up to 26 classes, each with up to 33 students

Is provided on a yearly licence to schools (also tutors, speech pathologists etc.)

Schools licensed to use the software may also install the program onto lap-tops belonging to teachers, or to the school (but NOT those belonging to students).

### HOME VERSION:

Runs directly from the CD-ROM, and has room for up to 6 students

Is licensed for unlimited use on a single home computer or laptop (the *Home Version* does not 'time-out')

The *Home Version* is NOT designed to run on highly secure school computers – it may not work properly. Schools that own a current site licence may use the *Home Version* on a stand-alone computer or laptop, however the *Home Version* is NOT permitted to be copied onto school file servers, or be run across your network under any circumstances.

## Software Updates

Each year we will provide you with the latest version of *The Spelling Centre – The First 200 Words*. The update will be provided via a web-link and/or on CD-ROM.

Upgrading the software is a simple process, and will not disrupt the running of the program in the school. Please ensure that the latest version CD-ROM is kept in a safe place, and destroy any old CD-ROMs (or at least label them so they will never be confused.)

**Please ensure that we have a valid contact e-mail address for your school, so that we can keep you up to date.**

In the middle of the year the software will display a warning screen, asking for you to upgrade to the latest version, or type in a **Re-activation Code**. If this happens, please contact us immediately and we will send you the code to ensure no disruption to the software.

Once the Re-activation Code has been entered, the software will work for another year, however you should still upgrade to the latest version ASAP.

## Set-Up Instructions:

- Copy "The First 200 Words" folder from the CD-ROM to a location on your file server.
- Create shortcut icons (pointing to the "First200Words.exe" file) on the desktops of each school computer as required.
- Give students and staff full read-write-modify access to the "\\The First 200 Words\\Preferences" folder at all times.

### NOTES:

\*The Spelling Centre software does not need to 'install' anything. (To completely remove our software from your system, simply delete 'The First 200 Words' folder from your file server, and remove any shortcut icons from classroom machines.)

\*The First 200 Words requires Adobe Acrobat Reader (version 4 or greater) to view the PDF Manual called '200Words.PDF'

## Imaging across multiple school computers:

NOTE: If possible, we recommend that you copy *The Spelling Centre* to ONE location on your file-server, rather than copying/imaging it locally on every machine. Our software is updated regularly, and this is done quickly and easily when the software is only in one place.

However, if *The Spelling Centre* causes network traffic problems with too many students using the program at once, you may need to copy the program to each local computer.

If you *must* copy the software locally, please set up the '**Shared Data Location Pointer.txt**' file (found within 'The First 200 Words' folder).

This text file contains a pathname (either UNC or mapped) which points the program to use a single NETWORKED data storage location. (*The place where all the students data gets saved!*)

When you run the 'First200Words.exe', the first thing the program does, is read this "pointer file" to find where to save and retrieve its student data files.

By default the '**Shared Data Location Pointer.txt**' is left blank, the program defaults to use the "\\Preferences\" folder, located within the folder from where the 'First200Words.exe' file was launched.

Before you image our software, please EDIT this text file to contain the pathname of the location where all the student's data will be saved.

Pathname Examples:

UNC: \\FileServer\G\Students Data\The First 200 Words\Preferences\

MAPPED: G:\Students Data\The First 200 Words\Preferences\

\*UNC will require all computers across the network to run NetBEUI or equivalent protocols.

\*Also note that every computer upon which the 'First 200 Words' is imaged will have a "The First 200 Words\Preferences\" folder. These "\\Preferences\" folders will now all be redundant, except for the one on the file server.

## Security Issues: \* VERY IMPORTANT!

*The Spelling Centre* stores essential student data files in a folder called: "**The First 200 Words\Preferences**".

Students and staff **MUST HAVE full Read-Write-Modify ACCESS** to this folder at all times.

*The Spelling Centre* also places some temporary font files 'FOT' into the user's Local Settings folder (which usually has a path like: C:\Documents and Settings\user\Local Settings\Temp) Please make sure that users have full access to this location.

## Troubleshooting:

If *The Spelling Centre* is not working properly, nine times out of ten it is an issue with security settings. Please test the software with full system administrator access. If the program now works, then there must be a security setting turned on, which is interfering with the normal running of our program.

If the problem still occurs, even under system administrator access, please contact us for assistance.

## Contact:

Michael Harvey

E-mail: [support@spellingcentre.com](mailto:support@spellingcentre.com)

Mobile: 0438 517 257

Australian Curriculum Software

[www.spellingcentre.com](http://www.spellingcentre.com)

## Error Messages

### Read-Write-Modify access

When it runs, one of the first things *The Spelling Centre* does is check to see that it has access to save its students' data files. If the "\\Preferences" folder is 'protected', the software will not work, and a message comes up advising that students must have read-write-modify access to this folder at all times.

If your technician insists that the permissions have been given, and yet the problem persists, please perform the following check yourself:

Log in as a student and attempt to save a text file in the "\\The First 200 Words\\Preferences" folder (found somewhere on your file server). When you find that you *do not* have access to save the file, please demonstrate this to your technician (he or she will usually then rectify the problem very quickly).

### Sound Check

If *The Spelling Centre* comes up with a "Sound Check" screen, the sound on one of the computers used by your class may not be working, so please check.

*The Spelling Centre* needs sound to work properly. Auditory aspects, and especially hearing the words 'sounded out', are central to the efficacy of the program. Without sound, it is impossible to complete the spelling test in activity five, and it is these test results that are used to determine a student's spelling level. *Smart List* then uses these results to automatically assign word lists for students.

A 'sound check' is triggered if a student spells every word incorrectly in the testing activity (five) of the main program. The next time the main program is launched by a student in that class, they will be asked if the sound is working, and if it is not, they will be asked to tell their teacher.

Unfortunately, we cannot identify which computer the student was using when the 'sound check' was triggered. So we recommend that you check all of the computers most recently used by students in the class, or find out which student in the class triggered the 'sound check' by viewing their "Results for the Last Lesson". Identify which student got all the words incorrect, ask the student which computer they were using, and whether or not the sound was working.

Of course it is possible that a student could get every word wrong legitimately, or even on purpose, rather than because they cannot hear the words they are trying to spell.

(So the issue may be that the student was given words that were much too difficult, or it could be a behavioural problem. It may not be a computer sound problem at all.)

## Notes:

### **www.spellingcentre.com**

Our main website requires the Adobe Shockwave Player.

Teachers may wish to access our website to obtain free worksheets, so please ensure that the Shockwave Player is working on your school network. We currently have a fully playable demo of *The First 200 Words* on-line. In future we plan to include demos of new software and interactive PD, as well as more worksheets and other free resources.

However, if you do not have the Shockwave Player installed, teachers can still access order forms and general information about *The Spelling Centre*.

### **Links to further information**

Answers to commonly asked questions can be found on our website, and in the PDF Manual (200Words.pdf) which is accessible from the Teacher Tools section of the software.

Easy Class Set-Up:

<http://www.spellingcentre.com/EasyClassSetUp.pdf>

Technical Support:

<http://www.spellingcentre.com/TechSupport.pdf>

Ordering Information & Forms:

<http://www.spellingcentre.com/orders/School.htm>

Request a free school trial:

<http://www.spellingcentre.com/orders/SchoolTrial.pdf>

Order the *Home Version* on-line:

<http://www.spellingcentre.com/Orders.htm>

How to get your school licence for free:

<http://www.spellingcentre.com/orders/FreeLicence.pdf>

### **Queries / Feedback**

Please contact us if you have any queries or feedback.

E-mail: [acs@spellingcentre.com](mailto:acs@spellingcentre.com)

# TECHNICAL SUPPORT FAX FORM

PLEASE FAX TO:  
**(03) 9789 0935**

## THE SPELLING CENTRE

The first **200** words  


OR E-mail:  
**support@spellingcentre.com**

OR leave a detailed message on:  
**(03) 9517 2574**



Date: \_\_\_\_\_

School: \_\_\_\_\_

Telephone: (\_\_\_\_) \_\_\_\_\_

Contact: \_\_\_\_\_

I am the (please tick):  Computer Technician  
 IT Co-ordinator  
 Other: \_\_\_\_\_

What days are you at the school?: \_\_\_\_\_  
\_\_\_\_\_

Mobile Number: \_\_\_\_\_

Operating System: \_\_\_\_\_

Please describe the problem you are having with our software: