

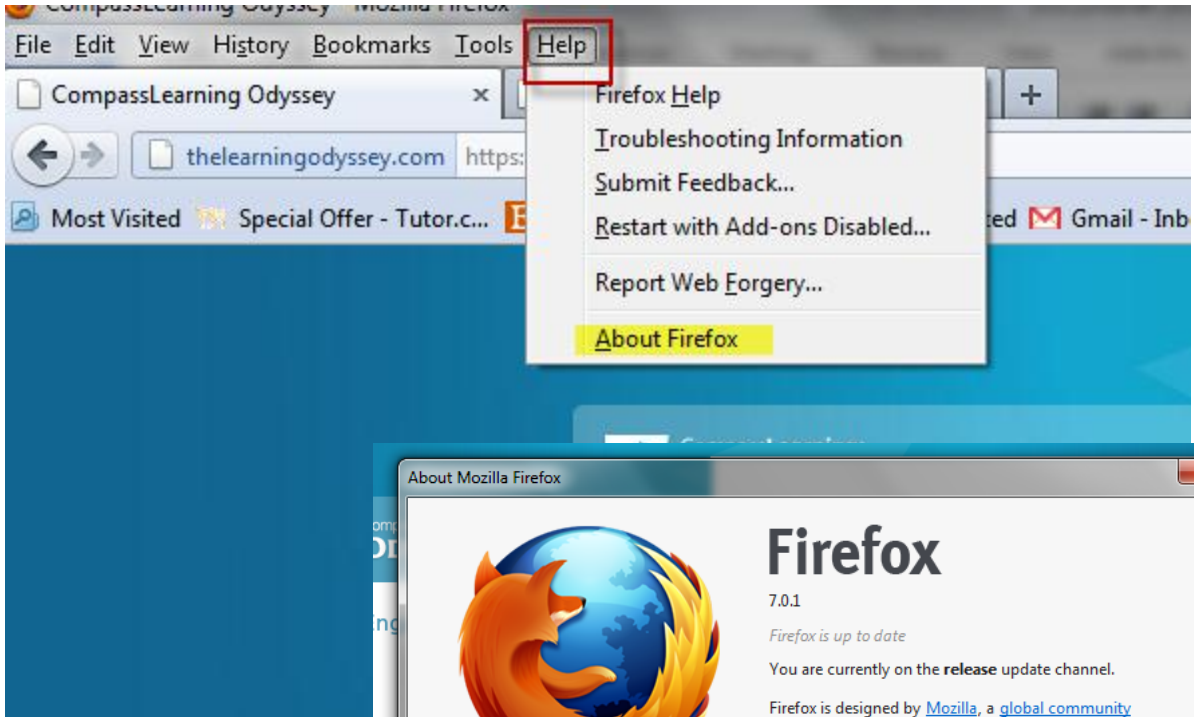
What to Do if Your Video Freezes

Checklist

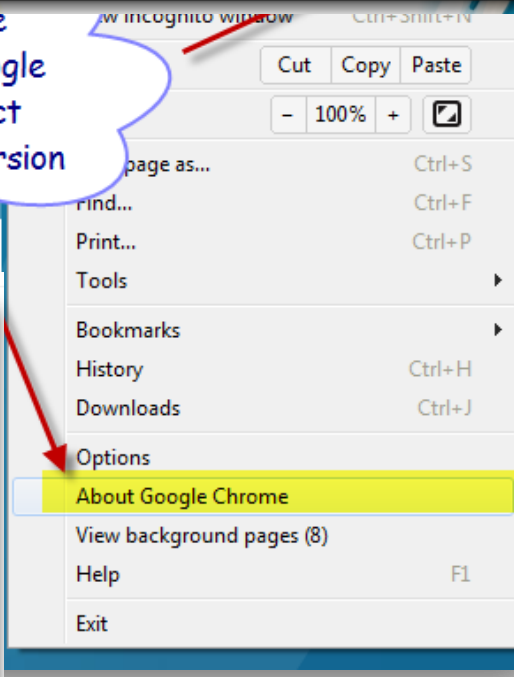
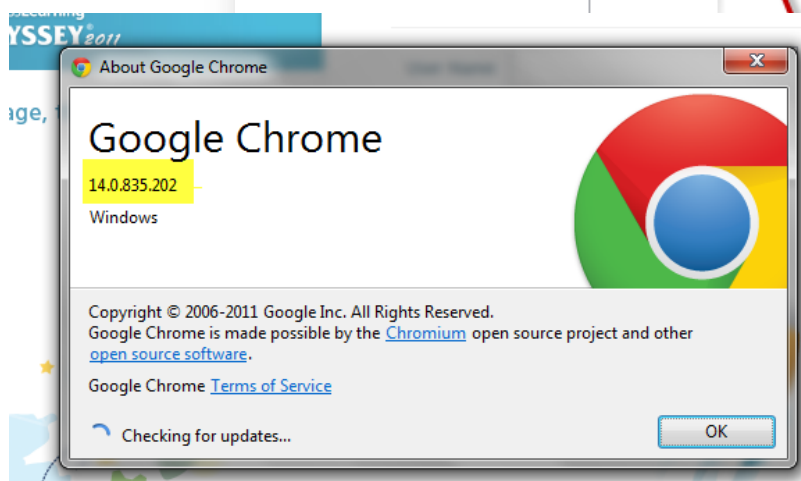
- ❑ Check your internet connection is working appropriately – your internet provider can make sure that you have appropriate sending and receiving bandwidth and a modem that can handle the bandwidth. If you are using a router and connecting wirelessly – you will also need to verify that it is functioning correctly. If you can connect to other websites – it is probably functioning correctly.
- ❑ Make sure your computer meets the system requirements for Compass Learning. You can see the most current version of these requirements at www.compasslearningodyssey.com and clicking on System Requirements.

Windows		Mac
WORKSTATION	NETBOOK	WORKSTATION
1.5 GHz Intel® Pentium® 4	1.66 GHz Intel® Atom	1.83 GHz Intel® Core Duo***
1 GB RAM	1 GB RAM	1 GB RAM
100 MB free disk space	100 MB free disk space	100 MB free disk space
1024x768 video	1024x600 video	1024x768 video
16M colors	16M colors	16M colors
Sound card w/speakers or headset and microphone*	Sound card w/speakers or headset and microphone*	Sound card w/speakers or headset and microphone*
100 Mbps NIC	100 Mbps NIC	100 Mbps NIC
256 Kbps/student	256 Kbps/student	256 Kbps/student
Windows®	Windows®	Mac OS X™
Windows® 7 or XP	Windows® 7 or XP	10.4.9, 10.5 or 10.6
Web Browsers	Web Browsers	Web Browsers
Internet Explorer® 7 and higher**	Internet Explorer® 7 and higher**	Safari® 4 and higher
Firefox® 3.5 and higher	Firefox® 3.5 and higher	Firefox® 3.5.1 and higher
Allow third-party cookies	Allow third-party cookies	Allow third-party cookies

- ❑ Clear your browser Cache – this is easy to do by holding down the SHIFT key while pressing F5 on your keyboard. This will refresh your browser window and clear the cache at the same time.
- ❑ Remove any toolbars that you are using on your browser – you can do this through the tools setting.
- ❑ Make sure you are using a supported version of your internet browser. To see which version you are running view the example below for Firefox and Chrome (Chrome is not officially supported but works well in most cases with Compass – always worth a try if you are having difficulty in other browsers)

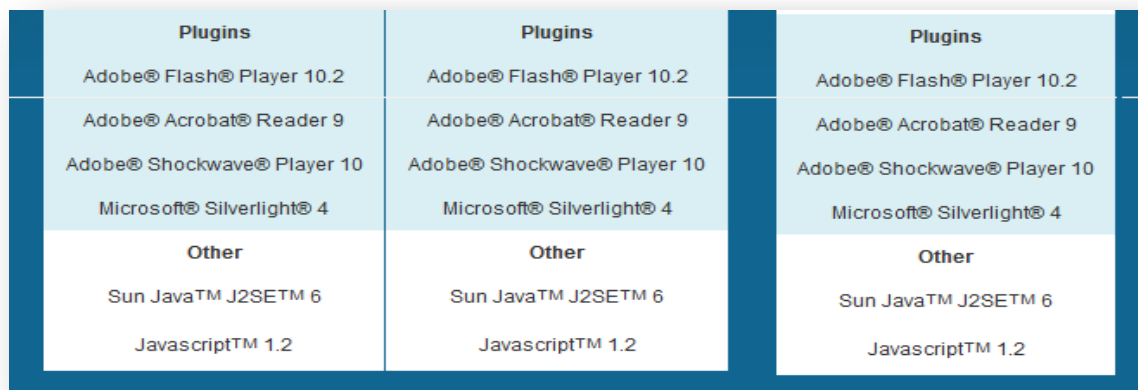


Click the Wrench Icon on the toolbar to display tools for Google Chrome - drop down and select About Google Chrome to view version



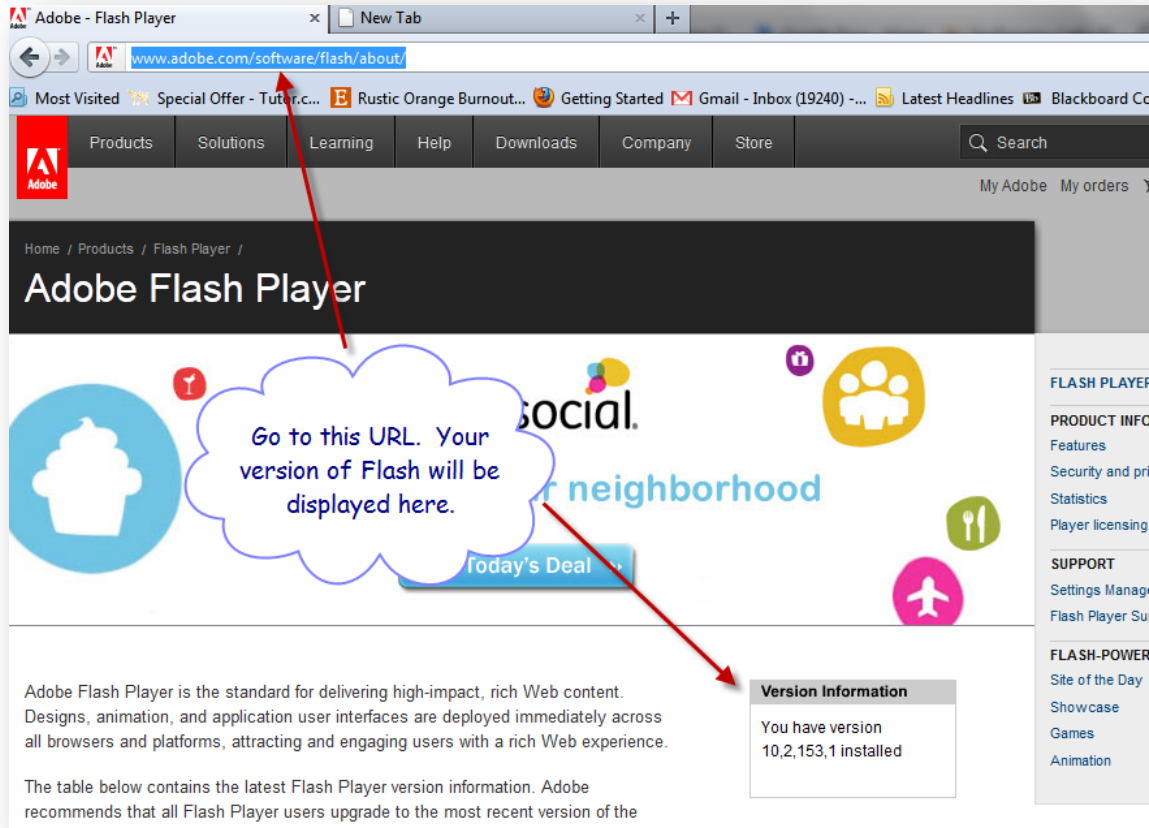
Try the lesson in another browser – common browsers are Internet Explorer, Firefox, Chrome and Safari (Mac)

- ❑ Check your browser settings to make sure block-up blockers are disabled for Compass Learning
- ❑ Make sure you have the latest version of Flash, Shockwave and Silverlight – Google Chrome will automatically update

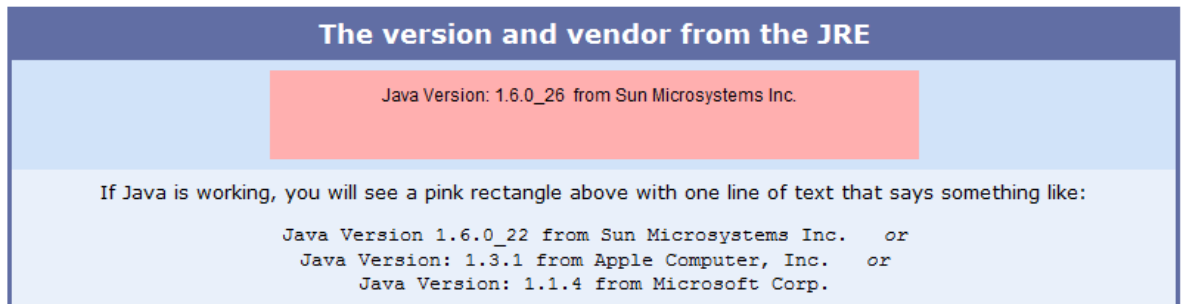


Plugins	Plugins	Plugins
Adobe® Flash® Player 10.2	Adobe® Flash® Player 10.2	Adobe® Flash® Player 10.2
Adobe® Acrobat® Reader 9	Adobe® Acrobat® Reader 9	Adobe® Acrobat® Reader 9
Adobe® Shockwave® Player 10	Adobe® Shockwave® Player 10	Adobe® Shockwave® Player 10
Microsoft® Silverlight® 4	Microsoft® Silverlight® 4	Microsoft® Silverlight® 4
Other	Other	Other
Sun Java™ J2SETM 6	Sun Java™ J2SETM 6	Sun Java™ J2SETM 6
Javascript™ 1.2	Javascript™ 1.2	Javascript™ 1.2

Flash as new versions come available but if you are using another browser – make sure all plugins are up-to-date.



- ❑ Verify which version of Java you are running – make sure it meets the requirements – go to this URL: <http://javatester.org/version.html>



- ❑ If you continue having problems after reviewing all the steps above, you may be able to resolve the issue by uninstalling and re-installing Flash and Shockwave players. Follow the steps below:

How do I fix almost all Shockwave and Flash Player issues?

You can resolve almost all difficulties encountered with the Adobe Shockwave and Flash Players by taking the following steps:

For Windows:

Uninstall Shockwave Player 10 via the Control Panel. Go to Add/Remove programs, and choose Macromedia or Adobe Shockwave Player.

To remove the Flash Player download the uninstaller here:

http://kb.adobe.com/selfservice/viewContent.do?externalId=tn_14157&sliceId=1

*IMPORTANT; After uninstalling both Players, restart your computer.

Then reinstall both the Shockwave and Flash Players here:

<http://www.adobe.com/downloads/>

For Mac:

To uninstall the Shockwave player on a Macintosh OS, run the installer available at:

<http://www.adobe.com/shockwave/download/alternates/#sp>

This installer also contains an uninstaller. Save the uninstaller to your desktop, then quit/exit any applications you have open. Launch the uninstaller from your desktop and follow the instructions in the dialog boxes which appear.

To remove the Flash Player, download the uninstaller here:

http://kb2.adobe.com/cps/141/tn_14157.html

Save the uninstaller to your desktop, then quit/exit any applications you have open. Launch the uninstaller from your desktop and follow the instructions in the dialog boxes which appear.

After uninstalling both Players, restart your computer.

Then reinstall both the Shockwave and Flash Players here:

<http://www.adobe.com/downloads/>

- ❑ If all the above fails, it is time to contact Compass Learning Support. From the Compass Learning Login page, www.compasslearningodyssey.com, click the Support tab at the bottom to locate the support phone number or email a support request to Compass Learning.