

EDUWARE F.A.Q.

As of: 04.15.2009

INSTALLATION QUESTIONS

Q: What type of permissions do I need to set in order for the Eduware software to install/work correctly?

A: The user(s) that will need access to the software will need full read and write permissions to the folder where Eduware is installed (usually C:\Eduware or C:\Program Files\Eduware). If any subject has been installed for a trial-basis, then the same user(s) will also need full read and write permissions to the C:\Windows\System32 folder as well.

Q: Can I install the Eduware software from the web?

A: At this time, the application and test databases can only be installed from the valid Eduware subject CD.

Q: How do I install an additional test database without reinstalling the application?

A: When you put the Eduware install CD in and you are prompted with which application(s) would you like installed, the Wizard Test Maker, and/or the EduGame, simply do not check either one and click on Next.

Q: How many State Standards can I install?

A: You may only install one set of State Standards.

Q: How many computers can I install the Eduware software on?

A: This is all dependent on the type of license that the school or individual owns. Each license is on a per subject basis.

- Individual: For use with only one personal computer, with one user.
- Mini-Magical: For use with only one school computer, and only one non-transferable home computer.
- Magical: For use with an unlimited number of school computers, two non-transferable home computers, and this is network ready for installation on a server.

ACTIVATION QUESTIONS

Q: How do I activate the Eduware software?

A: Ensure you're in front of the computer you're trying to activate and call 1-888-EDUWARE to speak with one

of our representatives, or by clicking on the Live Chat icon from our web site (www.eduware.com).

Q: I think the program activated itself. The activation screen looked like it popped up and entered the codes. What happened?

A: The program did not activate itself. This process has to be done manually by you contacting us. You might have been watching the tutorial video with the volume off, which in turn might make the computer look like it is activating itself. Make sure to turn on the volume to listen to the tutorial video.

Q: If I install the software locally on several different computers do I need to activate each one?

A: Yes, the software will have to be activated separately on each machine. The reason for this is that since the software is installed locally each machine will have a different computer id number. If your school has purchased a site license which allows for network installation you will only have to activate once from one workstation.

Q: How do I activate a trial subject?

A: All the subjects that are available are included on the installation CD. Simply install the subject(s) you currently do not own licenses for, and select these subjects from the blackboard in the EduGame or the bookshelf in the Wizard Test Maker. This will alert you that the trial period has started.

Q: What happens if I have an individual license and need to install the software on a new PC?

A: Before installing on the new PC, you must first call 1-888-EDUWARE and deactivate the existing PC's license. Once this is done, this will free up the individual license for the new PC.

GENERAL QUESTIONS

Q: How do I obtain the latest version of the software (not including the latest test questions)?

A: You may obtain the latest versions of the EduGame and the Wizard Test Maker by downloading the free update from our web site. This download will include any new features and bug fixes.

Q: How long is the trial period?

A: The Wizard Test Maker trial is good for printing up to 40 pages, and the EduGame is good for 30 days.

Q: How can I tell what software I have installed and what test banks are activated?

A: You can view this information by clicking on Activate within the program. The table that opens up will display the latest year of test databases installed, and the latest year of activation (if applicable).

Q: Is there any Eduware software made for students or for parents to purchase?

A: Currently, the Eduware software is only intended for teachers and schools.

Q: Does each license include both the Wizard Test Maker and the EduGame?

A: No, there is a separate license for the Wizard Test Maker and a separate license for the EduGame. Each software program must be purchased separately.

Q: Am I required to use wands/clickers for the EduGame?

A: Wands/clickers are not required as you may use a keyboard and a mouse, but they do enable entire classrooms to interact with the game providing a fun learning experience for students.

Q: Can I make my own questions in the Wizard Test Maker, or must I use only those questions that are supplied?

A: You can create your own questions and/or modify existing questions and incorporate them into the exams or activities that are created with the Wizard Test Maker and the EduGame by selecting Edit/Create Questions from the menu.

Q: I purchased the program but I keep getting a message that my trial has expired.

A: We have structured the EduGame to function as a demo to allow users to view all test banks before registering for the subject(s) purchased. We have also done this so users can share the program with colleagues. If you are only demoing the software you will not need an activation/registration code. The program will run for 30 days and when the program expired you will be prompted with a message to

purchase the software or to activate if already purchased.

Q: I receive a message that states "Sorry it appears that your windows login does not have sufficient permissions to run the program"

A: This message will appear if full-permissions are not granted to the folder where the program is installed to. Users need full permissions in order to use the software. Please contact your network administrator.

Q: When I received my package there were 2 software discs enclosed which look the same?

A: If your school has purchased a site license this should be the case. Both discs are exactly the same. We send an additional copy just in case one is misplaced.

Q: I can not get the EduGame! Wands/Clickers to be detected by the receiver.

A: Please try the following trouble shooting ...
Step 1: If using a serial receiver you should make sure you have the power adapter plugged in. Also make sure the receiver is plugged into the computer. Look at the receiver and press a button on a remote. You should see a red light blink on the receiver to acknowledge the signal. If you do not see the light blink try a second remote to make sure the problem is the receiver. If you tried 2 remotes and the receiver never blinked it will probably need to be replaced. Otherwise continue to Step 2.
Step 2: If the version is older than EduGame 5.0 run the EduGame. You will need to select the subject then go to the "Options" down arrow, then "Receiver/Wands Setup", and then "Auto Detect". Once Auto Detect is running press any button on any remote and see if you receive a message "Receiver successfully detected". If you have version 5.0 or later the Auto Detect will show up. Otherwise continue to Step 3.
Step 3: Look at the connector going from the receiver to the computer. You will need to find out if you have a serial receiver or a USB receiver. If you have a USB receiver go to Step 4. If you have a serial receiver are you using a serial to USB converter? If you are using a converter make sure you have installed the drivers for the converter to function correctly (a CD

should come with the converter you purchased). If this isn't the problem go to Step 5.

A serial receiver will have a grey connector



at the end as shown below.

A USB receiver will have a smaller



connector.

Step 4: If you have a version older than EduGame 5.0 go to www.eduware.com under Technical Support -> Downloads & Help Files, and run the "EduGame USB Receiver Installation." The Receiver Installation will give a message "FTDI CDM Drivers have been successfully installed." Then unplug the USB cable and plug it back in. Look at the bottom right of the screen and windows should give you a message "Found New Hardware USB Serial Converter." If you receive this message go through Step 2 again. If you receive the message "USB Device Not Recognized" the receiver is probably defective and will need to be replaced. Otherwise continue to Step 5.

Step 5: Go to Start and then RIGHT click on "My Computer" and click "Properties". Go to the "Hardware" tab and click "Device Manager". Click the plus sign next to "Ports (COM&LPT) and you should see a "USB Serial Port". Right click this and go to "Properties", then "Port Settings" tab, then "Advanced" and change the "COM Port Number". Generally if its 1 or 3 change it to 2 or 4, or if it is 2 or 4 change it to 1 or 3. If it says (in use) you can still change it by clicking "Yes" to the next popup. Then click "OK" twice and repeat Step 2. Otherwise continue to Step 6.

Step 6: While in device manager, check the driver that is installed. This should be FTDI. If not, then the

driver is not installed properly. Note the receiver should be plugged in for this to show up.

Step 7: At this point the receiver is either bad or the computer has an issue. Try the receiver on another computer. This will definitely show if it is a problem with the receiver. If the receiver doesn't work on a second computer it is definitely defective and will need to be replaced.

Step 8: Another problem you may have is that you have restricted access with whatever user account you are using, however, it will be unlikely you will be able to complete step 6 if you are restricted, but it may be something to consider.

Q: My receiver detects the EduGame! Wands/Clickers, but the EduGame! fails to react to pressing buttons on the Wand/Clicker.

A: Make sure Gradebook is closed and only one instance of the EduGame! is open. Having multiple EduGame!'s running or leaving Gradebook open when using the EduGame! can prevent the EduGame! from taking input from the EduGame! Wands/Clickers. To determine if the receiver is detecting the Wand/Clicker's input look for a red light in the front of the receiver to turn on every time a button on the Wand/Clicker is pushed.

Q: When I browse to my saved Eduware file (.edu) and double click it does not open properly.

A: In order to open a saved .edu file you must first open the software (Wizard Test Maker or EduGame!) then from within the program you can retrieve your exam or activity.

Q: When I try to select questions I receive a message telling me I can not use them on my exam or in an activity.

A: This message indicated that your software may not be activated for all the questions installed. If you or your school has purchased the updated test banks please contact us at 1-888-EDUWARE to activate.