

FREQUENTLY ASKED QUESTIONS

1. I've installed the CD from the back of the book, but I cannot find the Keyboarding Pro DELUXE program.

The CD in the back of the textbook is a Student CD-ROM. It contains data files to use while working the exercises in the book. Keyboarding Pro Deluxe is **not** on the Student CD-ROM. Ask your instructor where you should go to purchase Keyboarding Pro DELUXE.

2. I get a "Check your internet connection" error message, but I have a valid connection.

This is most commonly due to a missing SOAP Toolkit program. Please see the **Trouble Shooting Bulletin: Helping Students Sign In to Web Reporter**.

3. The Document Toolbar is missing.

Occasionally, the Word 2007 add-in to Keyboarding Pro DELUXE becomes compromised due to system errors that can occur. Please see **Trouble Shooting Bulletin: Restoring the Checking Toolbar** to correct this issue.

4. When I start the program, my name does not appear in the list.

You must have a student record set up to see your name. After your record is set up, the Log In screen looks in the data path location to find your record. If you save your work to a flash drive, you will need to use the Browse button under Data Location to set the location to the flash drive.

5. How do I obtain a Class Code to enter a distance learning class?

Your instructor must send this to you. If you have already installed the software before you get a Class Code, you can enter it the next time you log in on the Assign Class dialog box.

6. The instructor is not receiving my distance learning files

Files are sent automatically if the auto send preference is turned on. To turn this preference on, select Preferences from the Edit menu and click the Distance Learning tab. Select the option to automatically send files option. If you do not want files to be sent automatically, you must click the Send File button to send files.

7. My instructor did not receive my Word files but my student record is current on the Web Reporter.

Word 2007 files must be attached when you are working off line. The next time you use Send File, attach any documents created in Word 2007 or the program's built-in word processor.

8. The program is marking a space at the end of the sentence as an error.

From the Edit menu, check Preference settings on the General tab for Spaces after a Period. If the instructor has locked this preference, you must key the number of spaces after a period that your instructor has selected.

9. I am unable to install Keyboarding Pro DELUXE on Windows Vista. The CD spins for a long time, but nothing happens.

Microsoft Vista has a built-in security feature that scans a program file before it will allow it to install on the hard drive. This can take from 3 – 8 minutes depending on your computer. Please be patient and do not cancel the installation. Once Vista is finished scanning the CD, the installation process will begin.

10. I am not able to install the application in “Program Files” folder on Windows Vista.

Some features of Vista prevent the application from writing to the “Program Files” folder. It is suggested that the program be installed on your default Windows drive.

11. The program seems to stop working when learning a new key or while keying drill lines.

Make sure that CAPS LOCK is not enabled when entering alphabetic keys. Turn CAPS LOCK off and then try striking the key (a to z). While using the keypad, the NUM LOCK option should be on.

12. The program does not access the movies when the system was configured to play the movies from the CD-ROM.

When you install the software, you have the option to install the movies to the hard drive/network, or leave the movies on the CDROM. Each time prior to running the keyboarding software, you must insert the CD-ROM into the disc drive. If Keyboarding Pro DELUXE does not find a movie because the CD-ROM was not available, the tutorial will skip that movie. If you do have the CDROM in the drive, but the program still does not access the movie, try to re-install the program. Your configuration may have changed causing the program not to be able to find the movies.

13. The sounds generated by the program do not seem to function properly.

Use the Preferences option to turn off the play movie audio and play narration/effects audio preferences. A sound card is required for best results to play the sounds that accompany the animations. Disable the audio option if the problem persists.

14. How do I uninstall the Keyboarding Pro DELUXE software?

To uninstall Keyboarding Pro DELUXE, select Uninstall Keyboarding Pro DELUXE from the South-Western Keyboarding Program group. If files remain after you run the uninstall, simply delete all of the files and subdirectories in the Keyboarding Pro DELUXE directory. If you wish to preserve your Student files, first move your Student folder to another location.

15. Where can I go for more help?

For further technical support on this product, please visit our technical support website at : **academic.cengage.com/support**.