



# Scholastic Red Professional Development Technical Support Package

Welcome to Scholastic RED Professional Development!

Your school/district is participating in Scholastic RED Professional Development, a comprehensive program designed to help teachers raise student achievement in reading. Teachers participate in RED courses through online learning and in-person workshops. RED online courses include interactive simulations and video modeling of teachers conducting lessons in real classrooms.

This package outlines the basic technical information that you will need to assist the teachers in your district experience RED successfully. **As a technology leader, your support is essential for the overall success of this program.**

Enclosed you will find the following:

- 1. Scholastic RED Minimum System Requirements**, which describes the hardware and software required to run RED.
- 2. Scholastic RED Computer Check Worksheet**, a handy checklist to use as you configure each of your computers to run RED; and
- 3. Scholastic RED Technology Guidelines**, a document that describes how to prepare the computers in your school/district.

If you have any questions or concerns, please contact your Scholastic RED Implementation Manager or Scholastic RED Technical Support at **1-866-676-8525**.

# Scholastic RED Computer System Check Worksheet

Please use this worksheet to configure each of your computer systems to run Scholastic RED. Questions can be directed to your Scholastic RED Implementation Manager or to Scholastic RED Technical Support at 1-866-676-8525

If you answer NO to any of the questions below, you will want to work with Scholastic RED to ready your computer lab for training. All workstations for which you have answered YES to all of the questions below should be Scholastic RED certified.

<b>EACH COMPUTER SYSTEM HAS...</b>		
an Internet connection	YES	NO
headphones or speakers	YES	NO
<b>EACH COMPUTER SYSTEM HAS...</b>		
RealPlayer installed	YES	NO
Adobe Acrobat installed	YES	NO
Flash Player installed	YES	NO
Internet Explorer or Safari installed	YES	NO
<b>EACH COMPUTER SYSTEM HAS THE ABILITY TO...</b>		
stream audio and video over the web	YES	NO
play the RedTV CD	YES	NO
log into <a href="http://www.scholasticRed.com">www.scholasticRed.com</a>	YES	NO
<b>EACH COMPUTER SYSTEM CAN...</b>		
open Scholastic RED PDF resources	YES	NO
play a Scholastic RED video RedTV	YES	NO
complete a checkpoint quiz	YES	NO
play a Scholastic RED Flash RedTV	YES	NO

## PC Platform

- 266MHz Intel Pentium processor or equivalent
- 64 MB of RAM (128MB recommended)
- Internet Connection
- 16-bit sound card and speakers or headphones
- 16-bit color video display card set to display thousands of colors (also known as high color)
- Windows 98 SE, Windows 2000, Windows XP
- Internet Browser: Microsoft Internet Explorer 5.0 or later version, AOL 6.0 or later version (AOL 7.0 or later version if using Windows XP.) *The Netscape family of browsers is not supported by RED at this time.*
- Adobe Acrobat Reader 4.0 plug-in or later version
- Macromedia Flash 5.0 plug-in or later version
- RealNetworks RealPlayer 10 or later version
- Printer (optional)
- CD-ROM drive (optional)

## Macintosh Platform

- 233MHz or faster PowerPC, G3, or G4
- 64 MB of RAM (128MB recommended)
- Internet Connection
- 16-bit sound card and speakers or headphones
- 16-bit color video display card set to display thousands of colors
- Macintosh OS 8.6 or higher
- Internet Browser: Microsoft Internet Explorer 5.0 or later version, Apple Safari 1.0, AOL 5.0 or later version  
**(Note: Effective 1/31/06, Microsoft no longer supports IE on Macintosh. We recommend using Safari instead.)**

Pre-OS X users can download the IE plug-in from the RED Software Upgrade Pack, but please note it is no longer provided or supported by Microsoft.

*The Netscape family or Mozilla/Firefox suite of browsers are not supported by RED at this time.*

- Adobe Acrobat Reader 4.0 plug-in or later version
- Macromedia Flash 5.0 plug-in or later version
- RealNetworks RealPlayer 10 or later version
- Printer (optional)
- CD-ROM drive (optional)

Current versions of Microsoft Internet Explorer, Apple Safari, Adobe Acrobat Reader, Macromedia Flash, and RealNetworks RealPlayer can be downloaded from their respective web sites. Installers for most of the plug-ins can be found on the **RED Software Upgrade Pack CD**. Installation of the three plug-ins (Flash, RealPlayer, Acrobat Reader) requires approximately 50MB of free disk space in addition to that needed by Internet Explorer or Safari.

**If you are using a firewall (or similar product) to block any content from the Internet, specifically RealPlayer, please unblock.**

**If you are using any desktop security software (such as Fortress, Mac Manager, etc.), you must have full access rights to your computer in order to install the plug-ins required by Scholastic RED.**

# How to Prepare Computers in Your School or District to View ScholasticRed.com

## Step 1: Check the School Computers

Please review the enclosed Scholastic RED Minimum System Requirements to ensure that your computers can support Scholastic RED.

Use the Scholastic RED Computer System Check Worksheet to set up the computers that will be used to run Scholastic RED.

### Plug-in check

The Scholastic RED Internet browser and required plug-ins are as follows:

- Internet Browser: Microsoft Internet Explorer 5.0 or later version, Apple Safari 1.0, AOL 6.0 or later version. (*RED does not support the Netscape family or Mozilla/Firefox suite of browsers at this time.*)
- Adobe Acrobat Reader 4.0 plug-in or later version
- Macromedia Flash 5.0 plug-in or later version
- RealNetworks RealPlayer 8 or RealOne

**We supply the Internet Explorer browser software and all of the plug-ins you need on the Scholastic RED Software Upgrade Pack CD.**

In order to make sure every computer has the required plug-ins installed and configured correctly to run Scholastic RED, please follow the steps below.

- First, log into [www.scholasticRed.com](http://www.scholasticRed.com) with the username and password below.  
**Username:** learner  
**Password:** letmein
- Navigate to the homepage of any RED course and then click into one of the course sessions. Open and print a PDF resource from the “Your Turn” section. If it opens and prints correctly, then you have Adobe Acrobat.
- Locate and play a video and Flash animation in one of the sections called “RedTV.” If so, you have the correct version of Macromedia Flash.

**Important note about Real Video:** All of Scholastic RED courses contain streaming audio and video. In order to view audio and video RealPlayer must be the default player for all Real Media files, notated with the extension “.smi”, “.rm”, or “.ram”.

*If RealPlayer isn't your default player for Real media, you can configure it by following the step-by-step instructions below.*

- Open RealPlayer by clicking on the application in either your “C Drive” (PC) or Applications folder (Mac)
- Click the **View** menu and choose **Preferences**
- Click the **Upgrade** tab
- Click the **Re-associate** button
- In the **Re-associate Media Types** dialog box, select the types of files that you want to play in RealPlayer
- Click **OK** to close the Re-associate Media Types dialog box
- Click **OK** to close the Preferences dialog box
- Restart RealPlayer

# How to Prepare Computers in Your School or District to View ScholasticRed.com

## **Step 2:**    **Network Configuration**

If your school district uses a firewall, you may experience difficulties accessing Scholastic RED streaming media files. You'll know if you are experiencing firewall difficulties if you receive any of the following error messages:

- Error 18: Invalid socket error
- Error 22: Requested server is not valid
- Error 108: Invalid Auto Transport Configuration Setup
- Error 38: File compression not supported. Cannot locate the requested RealAudio decoder

*If you have received any of these error messages, you must configure RealPlayer following the instructions below.*

- Start RealPlayer
- Click the **View** menu and choose **Preferences**
- Click the **Transport** tab
- Click **Use Specified Transport**
- Click the **RTSP Settings** button
- Click **Use HTTP Only**
- Click **OK**
- Click the **PNA Settings** button
- Click **Use HTTP Only**
- Click **OK**
- Click **OK** on the Preferences dialog box to save your changes

## **Content Blocking Software**

Occasionally, content blocking software interferes with the ability to play Scholastic RedTV audio, video, and Flash animations. If your district uses content blocking software, please work with your network administrator. In order to access to Scholastic RED media files, you must allow access to resolve any network conflicts <http://www.playstream.com> and enable use of RealPlayer.

## **JavaScript and Cookies**

In order to ensure a seamless experience with Scholastic RED, make sure each computer system in your lab allows the use of JavaScript and accepts all cookies.

## **Step 3: Ongoing Support for Teachers**

### **❑ In the classroom**

We hope you will be available to teachers and facilitators to troubleshoot any technology problems that might arise during their participation in RED online courses. We suggest that you communicate any technical difficulties to your RED Implementation Manager and/or RED Technical Support representatives.

### **❑ At home**

Teachers participating in RED courses may want to access RED from home. RED has provided each teacher with the Scholastic RED Software Upgrade Pack CD to install all required plug-ins. Teachers may require assistance with download process.

Teachers have also been provided with a Scholastic RedTV CD, which contains all the multimedia found in their course. This enables teachers to access video, audio, and animations directly from the CD-ROM instead of over the Internet if they do not have a fast connection at home.

**We also encourage teachers to contact RED Technical Support directly with technology questions or problems: 1-866-676-8525.**