

Scholastic RED Troubleshooting Tips

Flash is not operating properly

[Click here](#) for useful directions and solutions to common installation problems with Flash. Note: This link will launch a new window.

Adobe Reader is not operating properly

[Click here](#) for useful directions and solutions to common installation problems with Adobe Reader. Note: This link will launch a new window.

RealPlayer is not operating properly

RealPlayer is used to display RED TV clips. If you see an error message or your browser freezes when you start a video or audio clip, click the Refresh (or Reload) button on your browser before you start another clip in RED TV. Once you start playing a video clip, view it at the speed you selected (Fast or Slow) until it stops. If you change speeds while the video is playing, you may have to restart your browser.

If a video clip doesn't play smoothly or looks distorted, try the following:
If you selected the Fast button to view the clip, try viewing by selecting the Slow button.
If a clip doesn't play well when you selected Slow, it may be that your Internet connection does not support video effectively. In this case, we recommend you use the RED TV CD to view our interactive media files.

For instructions on how to manually configure your Web browser for RealPlayer 8, select the most appropriate link from the list below.

Windows

[Internet Explorer 5.0](#) Note: This link will launch a new window.

Macintosh

[Internet Explorer 5.0](#) Note: This link will launch a new window.

Empty Your Cache:

If you've been visiting a lot of websites, you may want to clear out your cache before you begin a new Internet session. If this is the case and you are on a PC, go to the Tools menu of your browser and select Internet Options. In the General tab, under "Temporary Internet Files," click "Delete Files." Then Click "OK."

No audio from video clips or audio files

The most likely causes for lack of sound are:

- Your computer is missing speakers or
- Your speakers have come unplugged from your computer or
- Your speaker's volume control knob is set too low or
- Your computer's audio volume control is set too low or is set on mute.

To adjust your computer's volume settings:

Windows PC:

Double-click on the speaker graphic on the lower right corner of your PC's task bar. This should bring up a Volume Control panel. There will be a number of volume sliders available, depending on the features of your PC.

Macintosh

Go to the Sounds control panel (System 8) or the Monitors and Sounds control panel (System 9) under the Apple Menu and adjust the main volume output settings.

Session pages load very slowly

The speed with which session pages load is largely determined by the speed of your connection to Internet.

For dial-up connections, RED recommends at least a 56K modem. However, your ISP (AOL, AT&T, etc.) may limit your connection speed depending on network congestion, time of day, and other factors. If your ISP is consistently providing a slow connection, try logging in at different times during the day when its network may be less congested. Because we know that schools and homes have a variety of connection hardware, we optimized our sessions for low bandwidth situations. If you are not satisfied with how fast webpages are loading on your system, you may try these suggestions.

Empty Your Cache:

If you've been visiting a lot of websites, you may want to clear out your cache before you begin a new Internet session.

Reload:

If a single page does not seem to be working, try hitting the Reload (or Refresh) button on your browser.

Close Applications:

Quit other applications you are using while you are using Scholastic RED. By quitting these applications, you will free up more of your computer's memory for RED.

Printing Issues

Scholastic RED pages are designed for on-screen viewing, not printing. Since many session pages contain scrolling text areas, animations, or video clips, attempting to print pages by selecting Print in your file menu or clicking the Print button on your browser may provide unsatisfying results. Scholastic RED resources designed for "off-line" reading, like lesson plans or professional papers, are provided in the Acrobat PDF format for accurate printing.

If you do need to print a topic's text section, you may do so by selecting the text and copying and pasting it into a word-processing program such as Microsoft Word. You should then be able to print the complete text.