

Troubleshooting Computer Problems

If you have any questions or unable to solve any computer problems contact our techsupport people at 1.541-284-2441 or techsupport@funnix.com.

It is advisable to remove the cd after use. Leaving the cd in adds wear and tear on your computer. Your **sound must be on** in order for this program to work.

PC Users Only: Insert the disc and it will automatically load.

Mac Users Only: To launch the Reading program insert the disc. After it loads up a window will appear. If you are using OS X double click the application called OS X. If you are using OS 9 or earlier double click the application Classic.

Problem	Solution
PC Users Only: Audio is skipping.	The wrong sound card driver is installed. Find out model of the sound card, go to the sound card manufacturing website and find the correct driver for the model number. Download and install. Also, a problem arises when the sound card is integrated into the motherboard. Need to buy a separate sound card and install. For further information go to funnix.com and find the Troubleshooting section under FAQs or email/call us.
Sound is on but you can hardly hear it.	Go into your computer setup and increase volume level for your speakers.
Sound is turned on, but no sound is coming from the speakers.	1) Make sure sound is not muted; 2) make sure speakers are turned on; 3) make sure speakers are plugged in.
The volume setting is turned all the way up, but lessons are hard to hear.	You can also adjust the volume on many speakers. If your speakers have volume knobs, turn them up to.
The program appears frozen when the continue button is green.	Click green continue with mouse, or press enter/return on your keyboard. If that doesn't work use the fast forward button.
The main menu is inaccurately recording where you last left off.	If you fast forward or rewind to get to a different exercise the exercise count will no longer be accurate. Instead, return to the main menu and type in the desired exercise.
PC Users only: After quitting, you want to re-launch the "Reading" program. The disc is already in your computer.	Eject the disc and re-insert it into your computer and it will automatically load. For more advanced users, open the disc and double click on the application "Reading_PC".
When inserting Funnix disc the computer freezes up.	Make sure that all applications are turned off before inserting computer.
Mac Users only: red text has a black shadow making text hard to read.	Close the program, empty your trash, restart your computer.