



# Technical Help Manual

This reference is written to provide assistance for customers who experience difficulties in using [www.vmathlive.com](http://www.vmathlive.com).

While the vast majority of our customers enjoy hassle-free use, there are some who experience some difficulties. The main reasons why users of VmathLive may have difficulties accessing VmathLive are:

- Pop-ups are blocked.
- A remote server or anti-virus/anti-spyware software is filtering or blocking scripts from VmathLive.
- Internet settings have been altered and need to be reset.
- The computer does not have the appropriate software (usually Flash 8.0, which is free to download).

This document describes the most commonly experienced issues and provides a step-by-step guide to fixing them.

## **Before you read on, here are some important points:**

- The only add-on that is needed to run VmathLive is the Flash Player plug-in. If this is not already installed, VmathLive will redirect your browser to a location where it can be downloaded and installed.
- Users sometimes try to install software without having administrator privileges on their local machines. Please ensure that you are in an administrator account before trying to install any plug-ins or other software that may be needed.

The minimum/essential requirements for VmathLive to run properly are:

- Pop-ups enabled
- Cookies enabled
- JavaScript enabled
- Adobe Flash Player 8 or 9 (free to download from [www.adobe.com/downloads](http://www.adobe.com/downloads))
- Internet connection (Broadband preferred)
- 512 MB RAM (if running Windows XP)

**We advise printing this manual and keeping it for future reference.**

## This manual is divided into two sections:

**Section 1:** You should do this section first, as this describes how to enable pop-ups for VmathLive, restore your Internet Explorer browser to defaults, disable the Yahoo Toolbar, etc.

**Section 2:** The troubleshooting section will be required if the steps in Section 1 do not solve the problem and you are accessing the Internet from a remote server or work server.

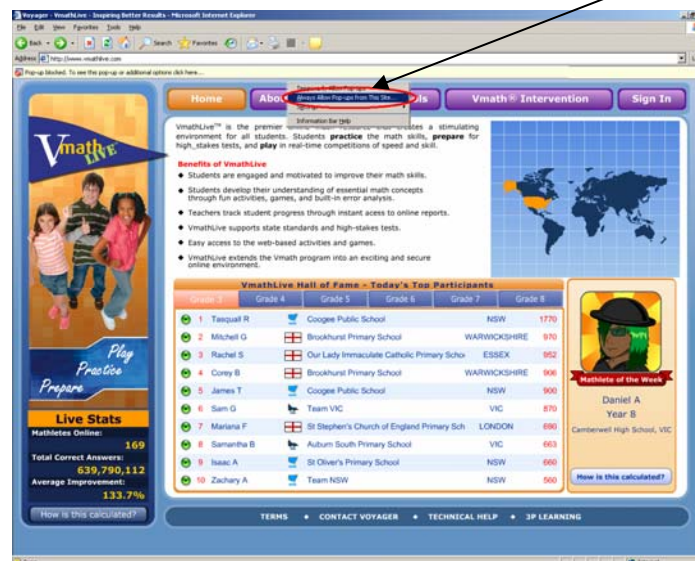
### Section 1

Follow all of the steps below to enable pop-ups and restore Internet Explorer defaults, which will also enable cookies.

First, allow pop-ups from VmathLive.



This can be done by clicking on the yellow toolbar and selecting “Always Allow Pop-ups from this site.”



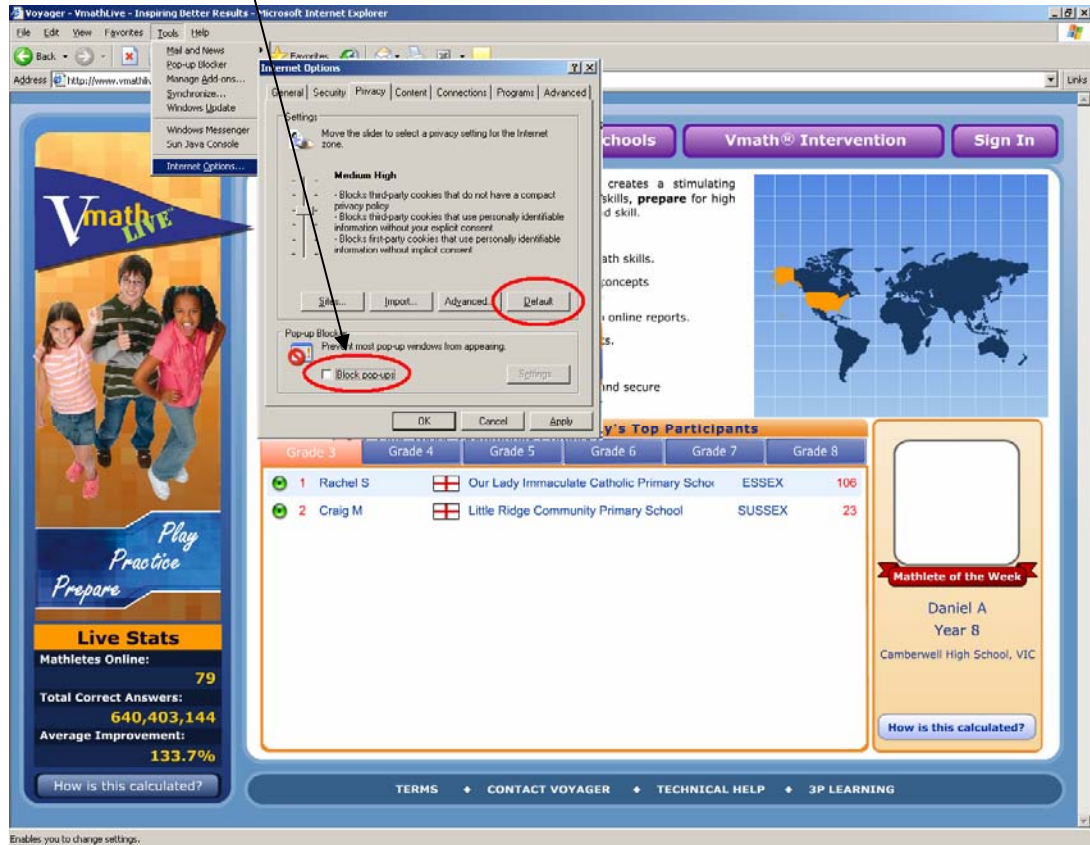
Next, to restore Internet Explorer defaults.

**Step 1:** Select Tools-Internet Options.

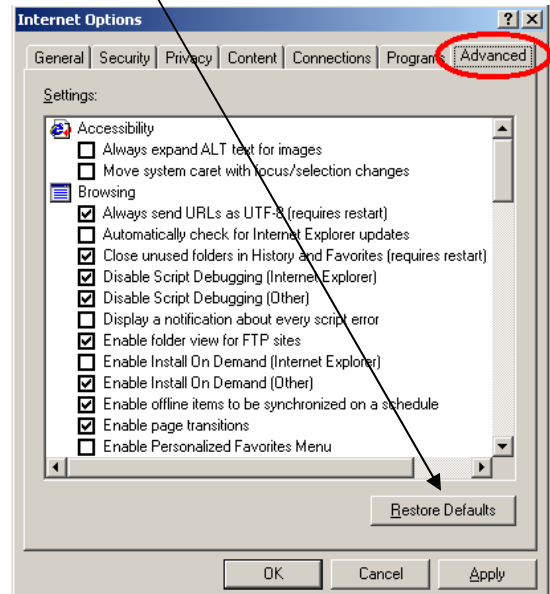
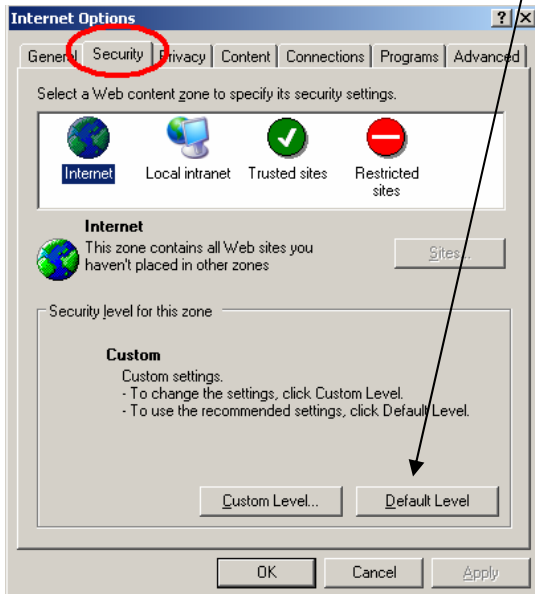
**Step 2:** Select the Privacy Tab.

**Step 3:** Select **Default** or **Medium** on the slider.

**Step 4:** Ensure that “Block pop-ups” is unchecked.

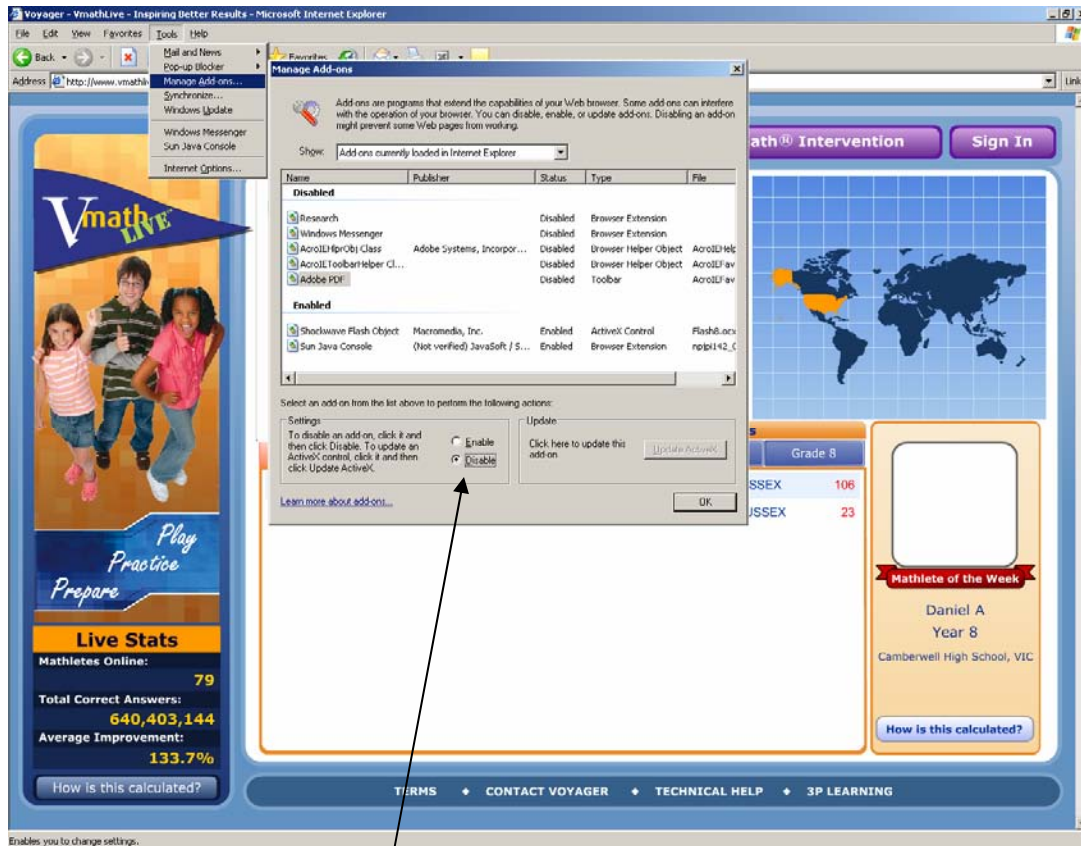


**Step 5:** Now, also select the tabs **Security** and **Advanced** and return Internet Explorer to the default settings.



## Section 2 Troubleshooting

If you have enabled pop-ups for VmathLive and you are still having difficulty signing in, it could be because you have other pop-up blocking plug-ins or software on your computer that will need to be turned off or disabled. As a last resort, you can install Mozilla Firefox for free from [www.getfirefox.com](http://www.getfirefox.com), which is an Internet Browser that is usually hassle-free.

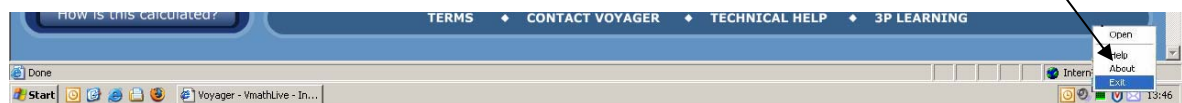


### Disabling Pop-up Blocking Plug-ins/Add-ons

These can be disabled by selecting “Manage Add-ons” from the Toolbar. **Disable all add-ons** with the exception of Flash and Sun Java.

### Disabling Background Software

Finally, some forms of script-blocking firewalls, spyware and virus protection may interfere with your ability to sign in to VmathLive. To prevent this from happening, you should click on the arrow next to the clock at the bottom right-hand side of your screen. Here you will see all the other background programs that may be running. If you right-click on each of them, then select Exit or Disable, this should resolve any further problems.



If you still have problems signing in to VmathLive, contact us with as much detail of the problem as possible by emailing [help@vmathlive.com](mailto:help@vmathlive.com).