

Troubleshooting

Here are the usual answers to some of the most commonly asked problems.

PROBLEM

When I print, all the worksheets have the letter 'c' missing.

ANSWER

You are using an older version of Adobe Acrobat to view the documents. Update your version by installing from the CD or use the link on our website to download the latest Acrobat Reader from the internet.

PROBLEM

When I try to print the card games onto sheets of sticky labels, the words come out in the wrong position.

ANSWER

Make sure your printer settings are set for 'A4' size paper and not 'Letter'. To change the paper setting, go to the printer dialogue box (this appears when you click the print command), click the button 'properties', then 'paper' and look for 'paper size'. Use the arrow next to it to access the drop down menu and select 'A4 210mm x 297mm' then 'ok'.

PROBLEM

I cannot see all the Nessy screen and part or all of the top toolbar is missing.

ANSWER

Perhaps your visual display settings are set on a low number (this makes everything look bigger on the screen). Nessy is designed for the windows default setting of 800x600 but you may prefer to use 1024x768 to see a full screen.

PROBLEM

I cannot find the upgrade page on the website.

ANSWER

You access the website upgrade page through the Nessy program. Go into Nessy and click on the last icon on the toolbar. This will link you to the internet and take you to the upgrade page.

PROBLEM

How do I download the upgrade?

ANSWER

When you click to download the upgrade, you will be prompted to choose a destination (e.g. C: is the default but it may be easier to send to the desktop). To change the download destination to the desktop, click the 'browse' button and then 'desktop'.

Once you have downloaded the upgrade, look on the desktop for an icon of a small computer called 'nessyupgrade'. Double click with the left mouse button on this icon. It will then ask you where you want to install the upgrade. The default setting is C: but you must click the 'browse' button and then go to 'Program Files' and double click on the 'Nessy Learning System' folder - then click 'ok' to install the upgrade. Each Box has a new resource identified with a little orange 'new' bubble. Look for this bubble to check the upgrade has installed properly.