

Infant Video Toolkit FAQ

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Q: When children type their names on the bottom of their 2Paint picture, it prints the name twice, one below the other?

Common Issues

Q: Is 2Publish+ the same as 2Publish?

A: No! They are 2 different programs. 2Publish is 1 of 6 programs included as part of the Infant Video Toolkit. 2Publish+ is a separate program that was based on the principles of 2Publish, but extended further.

Q: How do I import a picture in 2Publish?

A: Go to teacher options (ctrl + shift + the letter “o”), select the TOOLS tab, and tick “Enable Right-Mouse-Click Menu” and click OK. Now you’ll be able to right-click the canvas and import a picture.

Q: How do save my work in a standard format which other people (who don’t have 2Publish) can view ?

A: Out of the 6 programs within Infant Toolkit, only 2Paint has the option to save in a standard picture format (eg JPG). For any of the 5 other programs, if you want to save work in a standard format, you need to use a PDF printer. This will allow you to save in PDF format – and some PDF printers even have the option to save in picture formats as well, such as JPG. See www.2simple.com > Support > Technical Questions > Printing for more information.

Printing

Q: 2Publish is not printing correctly (eg some of the text does not get printed)

A: Contact 2Simple for the latest version which fixes this issue. Alternatively change the screen resolution to 800x600 (right-click your desktop > Properties > Settings)

Q: How do I change the printer?

A: Go to teacher options (ctrl + shift + the letter “o”), select the PRINTING tab, and choose the printer from the dropdown. Click OK.

Q: When I try print from 2Publish it crashes the print spooler.

A: Make sure you are using the latest version of the IVT (see www.2simple.com > support > most recent versions for a list of latest version) and that you have the latest printer driver installed on your printer. If you still have problems, open 2Publish and open the teacher options (ctrl + shift + the letter “o”) – then go to the printing tab and tick "print as bitmap". Click OK.

Q: Try print in 2Publish but the print dialog box prints along with the picture!

A: Go to teacher options (ctrl + shift + the letter “o”), select the PRINTING tab, and untick the “Print as Bitmap” option and click OK. Now try print. Also make sure you are using the latest version of the software.

Saving and Opening

Q: I press save but am not able to choose which folder to save to

A: You currently have SIMPLE save dialogs enabled. To choose STANDARD save and open dialogs, go into the teacher options (ctrl + shift + the letter “o”), select the GENERAL tab and click the button on the bottom right with 3 dots on it. Select STANDARD dialogs on the bottom left and click OK and OK again. You may need to be logged in as administrator for this setting to be remembered. You’ll need to make this change on each computer (for more info, see www.2simple.com > support > networks > copying 2Simple settings across a network)

Q: “Sorry. This file cannot be saved here” in 2Graph

A: Contact 2Simple for the latest version which fixes this issue. If you already have the latest version and still get this problem, it could indicate a conflict between 2Graph (part of the Infant Toolkit) and 2Graph+ (part of the Junior Toolkit). Both these programs save files with “.2gr” extension, but 2Graph is unable to save files to a folder if there is already a 2Graph+ file in that same folder.

Q: “Sorry. This file cannot be saved here” in 2Publish

A: Check the default save path as specified in the teacher options actually exists

Q: “Sorry. This file couldn’t be opened...” in 2Graph

A: It is possible that you are trying to open up a 2Graph+ file (2Graph+ is part of the Junior Toolkit) with 2Graph (which is part of the Infant Toolkit.) Although both of the above programs save files with the same extension – 2gr, they are unable to open each other’s files.

Q: “Cannot save this file. Path/file access error” in 2Publish

A: Make sure all users have full permissions to the “temp files” folder, by default located within the Infant Toolkit program folder.

Q: “Cannot save this file. Path not found” in 2Publish

A: Open the file 2publish.ini which is located in the same place as the program itself. Look at the entry “TempPath=...” and make sure it refers to a location which exists and which all users have full access to. In the Files.ini settings file, “WorkingDir=MYDOCS” tells the program to default to the My Documents folder of the logged in user when loading and saving. However the program does not understand when you try use this word for the TempPath, so do not set “TempPath=MYDOCS”; use a full windows path instead.

Q: “Cannot write this file (WriteZip) tempFileName: ckz_1.zip. Cannot open temporary file” when saving in 2Publish

A: The 2 possible solutions to this error are

- (1) Give pupils full permissions to the main program folder, ie C:\Program Files\2Simple Software\Infant Video Toolkit, or
- (2) Change to “standard dialog boxes” for opening and saving. To do this, open the Teacher Options (press ctrl + shift + the letter “o”), go to the General tab and click the button with the 3 dots on the bottom right. Now select Standard Dialog Boxes on the bottom left and click OK and OK again.

Q: “Cannot save this file. (Writezip) from_filename ... to_filename ... Failed to move Zip” - 2Publish saving

A: This error happens if you try save to a location which has *delete permissions* disabled (and you are using standard dialog boxes.) For more information on this error, see

<http://support.2simpleweb.com/public/docs/general/Permissions.pdf>

2Go

Q: “Run-time error 380 Invalid Property Value” when exiting 2Go

A: Make sure you have Arial font installed on your computer.

Q: After I print the programming part of 2Go, the bin disappears

A: Yes, this is a known issue with 2Go. To get it back, exit and re-open the program.

Q: Does 2Go save the program sequence?

A: No, 2Go only saves the picture area. To keep a record of the program sequence, you could print the sequence to a PDF file (see www.2simple.com > Support > Technical Questions > Printing for more information.)

Q: How do I create my own background in 2Go?

A: Click the open button to import a background into 2Go. This could be in a number of different formats, including standard picture formats (.jpg, .gif, .bmp), 2Paint files (.2pa) and 2Go files (.2go). If the open button is not visible on screen, click ctrl, shift and the letter “o” to open the teacher option to add the button back in (go to the “Background” tab). From the Background tab in teacher options you can also change to use “standard dialog boxes” which will allow you to browse to different folders when opening and saving. You can do this by clicking on the button with 3 dots and ticking “use standard dialog boxes”. Another way to create your own background in 2go is by dragging clipart from a web browser directly into the main 2Go canvas area. Once you have done this, you are then able to move and resize the clipart. There is a help video on how you can do this – go to <http://www.2simple.com/videos/>, click on Infant Video Toolkit and scroll down almost to the bottom to “2D – making resources for 2Go” (this video may also be available on your own computer’s set of IVT videos).

2Question

Q: “Sorry. This file couldn’t be opened...” in 2Question

A: 2Question v1 cannot open files created in v2 (and vice versa). It also cannot open files created using 2Question+ (which is part of the Junior Toolkit), which also uses the file extension 2qu. Please contact 2Simple for help converting specific files to the latest version format.

Q: “Converting from previous file type” > “Sorry. This file couldn’t be Opened. [MagicOpenNew]”, and then all the 2question boxes jump to the top of the screen – 2Question

A: 2Question v2 cannot open files created in v1 of 2Question (and vice versa). It also cannot open files created using 2Question+ (which is part of the Junior Toolkit), which also uses the file extension 2qu. Please contact 2Simple for help converting specific files to the latest version format.

Q: “Sorry. This file couldn’t be opened. [t_DoOpen – Tested for Previous Version]”, and then all the 2question boxes jump to the top of the screen – 2Question

A: This error can happen if you try open a 2Question file from a location which the user does not have write access to (for example a CD). 2Question requires that the folder from which a file is opened has full permissions for the user.

Q: In 2Question, how can I move a picture from one box to another?

A: 2Question provides an option to draw a picture in a box, as well as paste an image or import one. However it is not easy to move a drawn image from one box to another. It can be done, but it is quite technical. The 2 (technical) ways to do it are:

1. Take a screenshot, paste it into a painting application, and strip out everything except the image in the box, then copy that and paste it into another box.
2. Save your file, then open a painting application (such as MS Paint), and drag the saved 2question file into the painting application. The painting application will open up the saved file and you will be able to view the images in all the boxes. (This works because when 2Question saves a file, it simply saves the entire file as one big picture file.) You can now select and copy the desired image and paste it into another box.

Q: 2Question saves 2 files – one with .2qu extension, and one with .2tq

A: The 2qu is the main file which is saved. The 2tq file is simply a thumbnail image which the program uses to display the file in the open and save menu.

Q: Do you have any sample 2Question files?

A: Yes, you can download some from

http://support.2simpleweb.com/public/other/2question_sample_files_v2.zip

These files were created with version 2 of the 2Question, so you will not be able to open them if you have version 1 installed. Not all the examples are complete ones; they are provided to give ideas of how the program can be used.

General

Q: Where are the settings stored? I've looked in the application folder and there's no .ini file there

A: Older versions of the IVT stored the .ini file in C:\WINDOWS. It is called ivt.ini for version 1, and 2ivt.ini for version 2. The current version of the software (2.6) stores these within the program folder, in line with most other titles.

Q: “Run-time error 339: Component ... or one of its dependencies not correctly registered: a file is missing or invalid”

A: Un-installing and re-installing the program should fix this, or alternatively run the DLL installer for this program which you can download from www.2simple.com > support > downloads.

Q: How do I enable the “web publishing” button in the 2Paint / 2Publish teacher options?

A: This feature is no longer supported for this program.

Q: I press ctrl + shift + “o” for teacher options, but nothing happens, or I get a languages dropdown.

A: To access the teacher options in this program, you need to press ctrl + shift + “o” from *within* one of the parts of the program, eg 2Paint or 2Publish needs to be open. You cannot access the teacher options when only the launcher is open.

Q: Module C:\..\XlmgEdit30.ocx failed to register. HRESULT -1073741819...

A: This error can occur when attempting to install Infant Toolkit on Windows OS's which are more recent than XP, such as Vista and Windows 7. It has been fixed with the latest installation – please contact 2Simple for a download link.

Q: I have a problem with the mac version of Infant Toolkit

A: Please refer to the following for all mac-related 2Simple issues:

http://support.2simpleweb.com/public/docs/networks/2Simple_Mac_installs.pdf

Q: Is it possible to have more than 1 level of undo?

A: No, This program only supports 1 level of undo.

Q: I open a saved 2Publish symmetry file but it is no longer symmetrical

A: This occurs if you open a saved symmetry file on a screen resolution which is different to the resolution which was used when the file was initially created. Please continue to use the original resolution when opening an existing symmetry file.

Q: What are the differences between v2.0.0 and v2.6?

A: The following are some of the changes:

- **Printing** – v2.6 has an improved printing routine for 2Publish. Older versions had some difficulties printing 2Publish files on screen resolutions other than 800x600.
- **My Docs** – v2.0.0 defaults to the program folder when opening and saving, although this can be changed in the teacher options. v2.6 defaults to the My Documents folder of the logged-in user (better practice). The v2.6 teacher options have a “My Documents” radio button to reflect this and the “Files.ini” settings file has a “WorkingDir=MYDOCS” setting.
- **Ini File** – v2.0.0 stores settings in a single file, C:\Windows\2ivt.ini. v2.6 stores settings in the program folder (typically C:\Program Files\2Simple Software\Infant Toolkit). The ini files are also split up into 6 individual ini files, one for each part of the Infant Toolkit, and a “Files.ini” file which stores the default working directory.
- **IWB** - v2.6 has an “Interactive Whiteboard String” which allows children to virtually “pull down” the screen so they can reach the top (go to teacher options to enable it)
- **Temp Files** – 2Publish v2.6 requires a “Temp Files” folder in the program folder which is used when saving files.
- **Save as PNG** – 2Paint v2.6 has a teacher option setting to save as PNG rather than BMP files.
- **File associations** – v2.6 supports file associations, ie the ability to double-click a file from outside the program and have it launch the program and open up the file.
- **2Question pic import** – 2Question has the option of importing pictures in v2.6
- **Translation** – v2.6 supports full translation into other languages
- **Some errors fixed**- v2.6 fixes some errors which occurred in older versions in some circumstances, such as “run-time 5 invalid procedure call or argument” when saving in 2Publish, and “Sorry. This file couldn't be saved here” when saving in 2Graph.

Q: When children type their names on the bottom of their 2Paint picture, it prints the name twice, one below the other?

A: This is a bug with the program and only happens if you try to print after having saved your work. To work around this issue, either print before you have saved; or if you have saved already, re-open the saved file and then print, and that should print fine.

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