

General FAQ

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Dlls

Q: What are DLLs and OCXs ?

A: They are special files that are installed and used by many 2Simple programs. They contain code which the programs use to give them extra functionality. Some dlls and ocxs are provided by Microsoft, and are usually installed into C:\Windows\System32. Some are provided by third-party vendors and are installed into the same folder that the program is installed to, by default C:\Program Files\2Simple Software\ProgramName.

Q: What errors can occur which are related to DLLs and OCXs?

1. A program is installed on a shared folder on a network only, and not on each local machine. When the program is used on the local machine, an error occurs because the DLLs/OCXs have not been registered on that machine. **Solution:** Run the DLL installer for that program on each machine.
2. Two different programs attempt to install and register different versions of the same DLL or OCX. This can result in 1 of the programs using an incorrect version of a DLL/OCX file. **Solution:** Make sure the latest versions of all 2Simple programs are being used (see www.2simple.com > support > most recent versions). The latest installs use the same versions of all DLLs/OCXs.
3. The user installs a program which uses a specific DLL/OCX, and then at a later stage the user *uninstalls* a different program which uses the same DLL/OCX. Uninstallation can sometimes unregister DLLs as well and cause a problem with the program which is still installed. **Solution:** Uninstall and re-install the program which is still installed, or alternatively run the DLL installer for that program. Also note that the latest versions for all our programs no longer unregister DLLs/OCXs when uninstalled for this reason.
4. Antivirus software can occasionally label some DLL/OCX files as problematic and stop them from working. Examine your antivirus logs to determine if this is the case. **Solution:** Mark the file as safe within the antivirus software and then reregister it using the DLL installer for that program.
5. Permissions: Sometimes a DLL/OCX can be accessed as administrator but not as a non-admin user. **Solution:** (1) Use the software once as an administrator and then use it as a non-admin user. (2) Run the DLL installer for that program. In some instances a different solution is required – contact 2Simple if you still have problems with this.

Q: When do I need to register DLLs and OCXs ?

A: In general you do not need to register these files yourself, as the installation should handle this. There are 2 main instances where you may be required to register these files yourself:

1. You intend to install the 2Simple software on your server only and not to each local machine. While this method is possible with most 2Simple programs, you are still required to install and register the DLLs on each local machine (see www.2Simple.com > support > networks for more info on installing on a server only)
2. You have an error with a program which is dll-related – see above.

Q: How do I register DLLs and OCXs ?

A: There are a number of methods you can use: (method 2 will not work on Vista and Windows 7 unless you have granted full admin rights to the command console – similarly for method 3)

1. Download and install the dll installer for the particular program from our website: www.2Simple.com > support > downloads and updates. We also have a “global” dll installer which contains the DLLs and OCXs used by all 2Simple programs.
2. Click Start > Run and type “regsvr32 ” followed by the full path of the DLL/OCX file enclosed in quotations, and then click OK. (For example **regsvr32 “C:\Program Files\2Simple Software\2PublishPlus\ChilkatZip2.dll”**)
3. Download “ocxdllreg.zip” from <http://support.2simpleweb.com/public/tools/DLL/> . Unzip it and run it. It will add an entry in your registry which will enable you to right-click and register a DLL/OCX file (or simply select a DLL file and press enter).

Switch Access

Q: Which 2Simple programs are switch accessible?

A: The only 2Simple program which is switch accessible is version 1 of the Infant Video Toolkit. This version was developed together with the ACE Centre in Oxford. None of the other 2Simple programs is switch accessible, although to varying degrees they can be controlled using the keyboard (which is a partial step towards switch accessibility). For example:

- **Keyboard shortcuts:** Infant Video Toolkit 2, Music Toolkit
 - ctrl + shift + n - new
 - ctrl + shift + s - save
 - ctrl + shift + l - load
 - ctrl + shift + p - print
 - ctrl + shift + x - exit
- **Dialog boxes**

Dialog boxes on most programs can be controlled using TAB/ arrow keys to switch between yes/no and SPACE/ENTER to make a choice.
- **Music Toolkit**

Launcher: use TAB to cycle through (in the wrong direction!) and SPACE / ENTER to launch program
2Explore: each of the 6 notes can be played using keys F1 - F6 or different areas of the keyboard
2Beat - keys 1,2,3,4 play the percussion instruments
2Play, 2Synthesise - the top row (qwerty) and the numbered keys can be used to play the keyboard
- **Maths Games**

Each program has a help window (“?” button) which shows which keys can be used. P can be used to pause in each game.
Launcher: cycle through the programs using TAB and select with SPACE or ENTER
Factoroids: Keys 2-9 to shoot a factor, left and right arrow keys to turn, space bar to move forward.
Dividers: Left and right arrow keys, space bar to fire.
Fracwall: Left, right and down arrow keys.
Bond Bubbles: Left and right arrow keys, space bar to fire.
SeqSnake: All 4 arrow keys
Funky Platform: Left and right arrow keys, space bar to jump.
- **2Calculate**

You can navigate within the spreadsheet area using the arrow keys, and add basic mathematical expressions using the number keys and operators + - x / =. Other keyboard functions that can be used: ctrl-c, ctrl-v, ctrl-x, ctrl-a.

- **2Control NXT**

You can partially control the “NXT Robot” section using TAB/arrow keys to navigate between the direction and distance buttons, and ENTER to choose.

- **Talking Stories**

Choose a story using TAB and ENTER. Within a story, turn pages using TAB/arrow keys to navigate between the buttons, and ENTER/SPACE to choose.

- **2DIY**

You can control some parts of 2DIY swf files using your keyboard, such as :

1. Drag, Multi Drag, Shapes, Sound Drag, Placing:

- up / down arrow keys - make selected object larger or smaller
- left / right arrow keys - rotate selected object
- U / D / L / R keys - move object around on screen without using the mouse
- T / W keys - make selected object wider or thinner

You can select objects using the mouse. You can also select objects using tab/arrow keys and enter/space, but if you do so you should change the following in the right-click play menu
_root.allowRotateByKeys=false; _root.allowResizeByKeys=false;

2. In Pairs and the Quizzes you can navigate between cards / questions in using tab, arrow keys and enter / space.

3. In the Games you can use the arrow keys to navigate the person across the screen. In the Games, you can also add ActionScript code which gets executed when specific keys are pressed – although this is an advanced option.

- **2Create a SuperStory**

You can control page turning (or indeed any other aspect of your story) using the keyboard. This can be done using ActionScript. For example, add to each frame of the picture timeline "if (Key.isDown(13)==true) { _root.showNextPage(); }" This will cause the story to go to the next page when the enter key (which has a code of “13”) is pressed. You would need to add a “loop page” action on the last frame of the picture timeline otherwise the story would stop responding to the enter key after 10 seconds. See the advanced user guide for more information on ActionScript coding - http://support.2simpleweb.com/public/docs/userguides/2CASS_UserGuide_Advanced.pdf

General

Q: I try run a 2Simple program but get a runtime error 339 message referring to flash10b.ocx

A: Go to www.adobe.com and click “Get Adobe Flash Player”. Follow further instructions to install this. If this still does not fix the problem, try first uninstalling Flash Player, then reinstalling it. For further information, see the Flash Player administration guide:

http://www.adobe.com/devnet/flashplayer/articles/flash_player_admin_guide/flash_player_admin_guide.pdf.

Q: Do all 2Simple programs have teacher options which are accessed via Ctrl-Shift-“o” ?

A: Most do, but not all.

- **No** – 2Assess, 2Create a Superstory, 2DIY, 2Simulate, 2Type, Stories 2 Tell, Talking Stories
- **Yes** - 2Animate, 2Calculate, 2Create A Story, 2Connect, 2Control, 2Create, 2Draw, 2Email, 2Handwrite, 2Investigate, 2Publish+, 2Paint A Picture, 2Review, 2Simple French (v1.4), 2Simple Spanish, Alphabet Soup, DevTray, Infant Toolkit, Literacy Collection, Maths City 1, Maths City 2, Maths Games 1, Modelling Toolkit, Music Toolkit, PhotoSimple, Simple City, Science Simulation

Q: I’m using 800x600 screen res but the minimum for some 2Simple programs is 1024x768 or 1024x600.

A: We try to support as wide a range of screen resolutions as possible. Most of our programs do work on 800x600, but in some cases this is not possible. We understand, however, that you may need to keep using

800x600 because other programs require it. One possible solution to this is to make use of a “screen res changer” – there are a number of free third-party programs which can be used to automatically and quickly switch between different screen resolutions. Search “screen res changer” on the internet for more information. Some utilities install an icon on your utility tray and allow you to quickly change screen res that way. Others could allow you to keep your screen res on 800x600 and instead create a modified shortcut to the 2Simple program, which automatically changes the screen res to 1024x768 and then launches the program – and when you exit the program, the screen res will automatically change back to 800x600. Contact 2Simple for more information.

Q: Where can I print a freepost returns label if I want to return some software?

A: <http://www.2simple.com/feedback/>

Q: Do you send us a CD when we purchase a 2Simple program?

A: Yes, for our CD-based programs. Most of our programs are CD-based – see below for exceptions. We also provide download links for all our CD-based software on request, and when we release new versions these are also available for download on request as well. We have some programs available online – most notably the Purple Mash (www.purplemash.com). In addition to this, the following programs are also available online: Maths City, Maths City 2, Stories 2 Tell, Literacy Collection, Talking Stories, 2Simulate, 2Simple French.

Q: Which 2Simple programs make use of symmetry / repeating patterns?

A: A number of 2Simple programs make use of these, including

- 2Publish : horizontal and vertical symmetry, repeating patterns along a border, wrapping paper (2Publish is part our online tools on www.purplemash.com. An CD version is also available as part of the Infant Video Toolkit)
- 2Publish+ : borders, shapes, multi
- 2Paint A Picture : rotational symmetry (“slice”), pattern. Also in “All Tools” you can select an area of the canvas and then right-click and choose flip / rotate / make pattern.
- Paint Projects: part of our online tools on www.purplemash.com . Click the Paint Projects tab and try different screens such as
 - o Patterns
 - o Animals - Butterfly
 - o Celebrations - Easter egg, Christmas tree, Mehndi
 - o Clothes - Jumper, Tie
 - o Nature - Flower
 - o Size & Shape - Star

Q: Do the 2Simple programs all implement “undo” in the same way?

A: There are some differences – see table below. Note that not all actions in a program can be undone – in general it is the parts of a program where painting is involved that you get an undo button, because this is where it is most needed. Text areas also usually have undo.

Program	Undo Levels	Ctrl-Z shortcut	Comment
2Animate	Multiple	Y	Undo cleared when switch between frames
2Assess	1	N	Not all activities
2Calculate	Multiple	Y	
2Connect	1	N	Painting area only
2Create	Multiple	Y	Undo cleared when switch between cards
2Create A Story	1	N	Undo cleared when switch between pages
2Create A Superstory	Multiple	Y	Undo cleared when switch between pictures
2Do It Yourself	Multiple	Y	Undo cleared when switch between pictures
2Draw	Multiple	Y	
2Handwrite	None		

2Investigate	1	N	Painting area only
2Paint A Picture	Multiple	Y	
2Publish+	Multiple	Y	
2Review	1	N	Painting area only
Infant Toolkit	1	N	2Paint, 2Publish. Enable undo in teacher options.
PhotoSimple	Multiple	Y	
Science Simulation	1	Y	Flickbook, Diary
Purple Mash	1	N	Painting areas in 2Paint, 2Publish, Publish Extra, 2Design & Make, 2Animate, 2Publish Projects, 2Paint Projects

Q : Do you have an FAQ for your online programs ?

A : Yes - <http://support.2simpleweb.com/public/docs/general/Online.pdf>

Q: How can I access the program videos ?

A: Once you install a 2Simple program, the videos will usually be accessible from the startup screen when you run the program - except in a few cases such as 2Create A Story, 2Paint A Picture, Infant Video Toolkit, Maths Games and Music Toolkit. For those programs where the videos are not available from the startup screen (and in most other cases as well) you should be able to access the videos by clicking Start > Programs > 2Simple Software. For a number of programs we provide "lite" installations which do not include the videos. If the lite version was installed on your computer, it is still possible to access many of the program videos from <http://www.2simple.com/videos/> . Another option is to place the video files on a shared network folder so they can be accessed without having to be installed on every machine (many of the programs will have a "videos" folder which can be simply copied to the shared network folder, and a file named "video player" which can be run to view the videos.)

2Simple Software
support@2simple.com
020 8203 1781
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