



## French Verb Play (SW1) – FAQ

### **How does Plug 'N Teach: French Verb Play software work?**

You just plug in the USB and run the software! Your computer must have a USB port.

### **You don't install the software?**

That's right! The software is contained on a USB. You run it by plugging it into the PC or MAC you are using.

**The only thing you must install on the computer is Adobe Air (which is included on the USB).** Once you plug in your USB, it's fast. Plug 'N Teach gets you up and teaching quickly.

### **I don't have internet available in my classroom. Will it still operate?**

Yes. Software operates while your USB is plugged in. Upon first launch, internet is required to license product (See Step 2 on installing software under "Support"). Afterwards, software must be able to periodically access the internet to verify license and access updates.

### **Will it work on PC and MAC?**

Yes. The software was designed to work with both MAC OS and Windows OS. See our website for which operating systems are supported.

### **Do I need to install anything on my computer or school computer?**

Yes. You will need to install Adobe Air on every computer you will use the software on. Some schools have restrictions on software installations and/or running software from USB executables (.exe). Check with your IT administrators. Once you have Adobe Air installed, Plug 'N Teach software runs off the USB. That is, the software itself is not installed on any computer.

### **I updated Adobe Air, and I am now missing some text. How do I fix this issue?**

Adobe Air is the platform on which Plug 'N Teach runs. Adobe pushes out updates routinely. Some updates, like Adobe Air v3.0, has a bug that causes some of the text in the menu for Plug 'N Teach to disappear. To avoid this issue, don't ever update Adobe Air. The version we provide you will always work. If you have updated or use other versions, just go to your control panel and uninstall Adobe Air and reinstall v2.5 which we include.

### **Do I need a SMART board (or other type of Interactive White board) to use Plug 'N Teach?**

No. Although Plug 'N Teach has received accreditation by SMART, you don't need any IWB to use Plug 'N Teach. You can use it on a single station computer or project it in a class.

### **Can I access the software at the same time my colleague does via our network?**

No. The software is locked onto the specific USB. It is for single station use only. Attempts to access files or moving/copying files will corrupt software voiding product support and licensing. **We do offer an installable version – Contact us for details.**

### **Can I run Plug 'N Teach software on more than one computer?**

Yes. Every Plug 'N Teach USB is authorized to run on up to 8 computers. This provides teachers the flexibility to use it in different classrooms and at home without the need to purchase multiple copies or expensive network licenses. If you would like to run it on more than 8 computers, contact Poster Pals to review license packages available.

### **Are there some pre-loaded lessons for me to start using?**

Yes. With the Lessons component, you have many prepared lessons such as er verbs, ir verbs, passé composé, etc.

### **Can I make my own lessons?**

Yes, you can also create your own unique lessons sets and save them. You can start from scratch or use the existing presorted lessons as a starting point.

### **The software is showing a black screen when I run it.**

This can happen if your USB port “went to sleep” after a period of inactivity. Close the black screen and then start the software again. You may need to safely eject the USB key, reinsert it again and launch the software.

### **The program runs very slowly.**

The software should respond quickly. Make sure that you are using a USB 2.0 compatible port. If you don't know if you are, ask your IT computer support personnel.

### **When I open the software, I see a blank screen that says License Validation Error or similar.**

Please close the software, wait a minute, and then try to open it again. If this continues to happen, verify that you are connected to the internet. If you are connected to the internet and are still presented with this error, please contact us for further technical assistance. You will need your Activation Serial Number when calling for support.

### **Anti-Virus removed a file. How do I get it back?**

No problem. As Plug 'N Teach is designed to run off the USB, your system may quarantine a file the first time you run it. This doesn't happen very often as there are no harmful files. However, here are the steps:

- a. Open Anti-virus program.
- b. Under the Computer section, click on the Quarantine link.
- c. In the Security History dialog, select where it says Start\_PlugNTeach.exe (and possibly PlugNTeach.exe) was quarantined, then click on the blue Options link in the upper right of the dialog.
- d. Click on Restore this file(repeat for both files).
- e. Close Anti-virus program and run the software.

## **Les interactions (SW2) – FAQ**

### **How does *Plug 'N Teach: French Verb Play* software work?**

You just plug in the USB and run the software! Your computer must have a USB port.

### **Do I need to install anything on my computer or school computer?**

No. The software uses HTML5 and Java as primary platforms. If using a school computer, some boards must give permission to that computer to run executable (.exe) files. Please reach out to your IT department to verify. You do not require Adobe Air to run this software, we built it right into the platform.

### **You don't install the software?**

That's right! The software is contained on a USB. You run it by plugging it into the PC or MAC you are using. Once you plug in your USB, it's fast. Plug 'N Teach gets you up and teaching quickly.

### **I don't have internet available in my classroom. Will it still operate?**

Yes. Software operates while your USB is plugged in. Upon first launch, internet is required to license the product. Afterwards, the software must be able to periodically access the internet to verify license and access updates.

### **Do I need a SMART board (or other type of Interactive White board) to use Plug 'N Teach?**

No. Although Plug 'N Teach has received accreditation by SMART, you don't need any IWB to use Plug 'N Teach. You can use it on a single station computer or project it in a class.

### **Will it work on Windows and MAC operating systems?**

Yes. The software was designed to work with both MAC OS and Windows OS. See our website for which operating systems are supported.

### **Can I access the software at the same time my colleague does via our network?**

No. The software is locked onto the specific USB. It is for single station use only. Attempts to access files or moving/copying files will corrupt software voiding product support and licensing. *We do offer an installable and Network version – Contact us for details.*

### **Can I run Plug 'N Teach software on more than one computer?**

Yes. Every Plug 'N Teach USB is authorized to run on up to 8 computers. This provides teachers the flexibility to use it in different classrooms and at home without the need to purchase multiple copies or expensive network licenses. If you would like to run it on more than 8 computers, contact Poster Pals to review license packages available.

### **Can I make my own Questions and Answers?**

Yes, you can. In the 2 games *Le Tour à vélo* and *Les chefs-d'œuvre*, you can create your own unique Q&A and categories and save them. You can also add to existing categories. The software creates a file of your created questions on your USB. And you can share this file with colleagues!