

# TROUBLESHOOTING

## TROUBLESHOOTING INSTALLATION

Remember, you have up to 3 different installations you can run from the CD:

- Install the CPS software
- Install free, pre-existing content
- Install the PowerPoint presentation of CPS in the Classroom

### Installing the CPS Software

Always refer back to the **Installation** chapter for details and instructions. Follow those specifically. If you are still having an issue during the installation of CPS, review these options. If you need assistance please call technical support.

### Installing the Free Content

This is a wonderful resource to be able to use in your classroom so you and your students can get accustomed to using the pads, answering questions and reviewing reports. Refer to the database installation instructions in chapter 3 for details. One of the most common problems encountered while installing the free content is that there is just not enough hard drive space on your system. The only work around for this is to eliminate files that you know you do not need, or expand your hard drive capability.

## TROUBLESHOOTING THE RESPONSE SYSTEM

### The CPS's Infrared Signals Can Get Locked Up

The more pads that are responding to a question at the same time, the more probability there is of the signals getting "bottlenecked" at the receiver unit and some responses not being recorded immediately. *For example*, True-False questions tend to be easier to answer than short-answer or multiple-choice questions. As a result, T-F questions are often answered more quickly than other question types and bottlenecking may occur at the receiver unit. An indication that this bottlenecking has occurred includes the fact that the onscreen number that corresponds to a response pad is not changing color. If this happens follow these tips:

- Set the receiver unit in a place where no physical obstructions can interfere with the transmission of infrared signals.
- Check to make sure your Com Port setting corresponds with where the receiver unit is plugged in. Go to the Settings menu item on your CPS main window.
- Press the answer and always release, even if you don't see a flash, then try again in a couple of seconds.
- If the corresponding onscreen number does not indicate that the response from the pad was received, wait a couple of seconds and try again. It may take 2 to 4 attempts to clear the bottleneck.
- Communicate to students the need to point their response pads directly at the receiver unit.

### Receiver Unit is not Responding

When the receiver unit accepts a response from one of the pads, a red light should blink, and the onscreen counter will change. If this is not occurring first check the batteries in the reply pad. Make sure they are in properly, and if necessary replace them with a set of batteries from a pad that does work or new batteries.

If the receiver unit still does not respond, make certain that the **reply® Pads** option is NOT selected. Here is how you do that:

- Go to the **Help** menu item from the main CPS window.
- Click the **Help with the reply® Pads** command.
- In the dialog box, make certain that the Use the **reply® Pad** option is NOT selected.
- Click **OK**.

Check the Com port settings under the Settings menu item to make certain that the setting matches the Com port that your receiver unit is plugged into. It would not be a bad idea to try each engage a lesson with each Com port selected in to see which one is working for you.



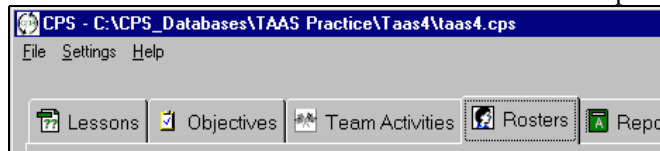
## TRANSFERRING DATABASES BETWEEN CPS SYSTEMS

Many times, CPS users will develop databases of lessons and questions on a system that is NOT at their workplace. Here are some things to consider if you want to transfer a database from one system that uses CPS to another system that uses CPS:

- The CPS database that has your lesson of questions is going to be large, even if it does not have a lot of questions or images. As long as that CPS database file size is *less than* 1.4 MB then you can copy it onto a floppy disk and then paste that file to the hard drive of the other system.
- If the CPS database is larger than 1.4 MB then you can:
  - E-mail the CPS database file to an e-mail address where you can download it to the other system
  - Compress that CPS database down to a file size that will fit onto a floppy disk. You can download a free, trial version of WinZip (a file compression program) and try this out for yourself.
  - If you have a ZIP or jazz drive at both locations you can copy that CPS database file to a ZIP or JAZZ disk and take it to the other system.

### How to Copy CPS Database Files to a Floppy

- Here are instructions on how to copy a CPS database file that is *less than* 1.4 MB to a floppy disk and then paste it onto the hard drive of the other system:
  1. First insert a blank and formatted high capacity floppy disk into your floppy drive.
  2. Second, you must know the exact location (directory path) of the database that you want to copy to the other system. An easy way to find out is to do this:
    - Start your CPS software.
    - Open up the database that has the lessons you want to copy to the floppy. Use the File menu item and the Open Database command if you have to.
    - When that database is open, look in the title bar of the main CPS window. That title bar shows the exact directory path of where the CPS database is saved. Look below for an example:



CPS Main Window Title bar Displaying the Database Directory Path

- Write down this database directory path just as it appears.
3. Exit out of your CPS software.
  4. Open your Windows Explorer.
  - Click the **Start** button from your Windows Taskbar



Start Button on the Windows Taskbar

- Click the **Program** folder.
  - Find and click the Windows Explorer command.
  - This will open a new window that is split into 2 parts. The left part shows your system drives (represented by letters) and the right part shows the folder and files structures under each drive.
5. Moving your mouse into the left part of the window, look for the folder and file directory where your CPS database is saved. This is the path you wrote down in step 2.
  6. To see the .cps database file, look in the right part of the window.
  7. When you see the file name, highlight it.
  8. Then right click on that highlighted file name.
  9. A pop-up menu opens. Click the **Copy** command.
  10. Go back to the left part of the window.
  11. Look for and click on the drive letter that represent your floppy drive; usually that is the letter **a**.
  12. When the floppy drive is selected, move your mouse to the right part of the window.

13. Right click in that empty area. Another pop-up menu opens.
14. Click the **Paste** command.
15. The .cps database file you selected and copied in steps 7-9 will be pasted onto the floppy disk.

☞ **NOTE:** Any images files that you put into a lesson of questions *MUST* be moved with the CPS database and kept in the same directory as that CPS database in order to see those images onscreen. Use these same copy and paste steps to move any image files to a floppy disk. You may or may not be able to use the same floppy disk that has the CPS database file on it. If you have to use a second disk that is all right as long as you paste the image files and the CPS database files to the same directory of the other system.

## Move a CPS Database from a Floppy to a Hard Drive

If you have a CPS database on a floppy that you want to use on a system with CPS installed on it, do this:

1. Insert the floppy into the floppy drive.
2. Open your Windows Explorer.
- Click the **Start** button from your Windows Taskbar



Start Button on the Windows Taskbar

- Click the **Program** folder.
  - Find and click the Windows Explorer command.
  - This will open a new window that is split into 2 parts. The left part shows your drives (represented by letters) and the right part shows the folder and files structures under each drive.
3. In the left part of the Windows Explorer, look for and select the floppy drive letter; usually this is the letter **a**.
  4. In the right part of the window, highlight the database file that is on the floppy disk.
  5. Right-click that file name.
  6. A pop-up window opens.
  7. Select the Copy command.
  8. Move you mouse back to the left part of the window and look for the hard drive; usually this is represented by the letter **c**.
  9. Find the folder and file structure on your hard drive where you want to save this CPS database. You may want to save this in the CPS\_Databases folder or in the Program Files\CPS folder directory. Wherever you do move this file, pay attention to the directory path so you can find this database when you start CPS.
  10. When you have selected the folder and file structure where you want to move this database, move your mouse to the right part of the window.
  11. Right-click and a pop-up menu opens.
  12. Click the **Paste** command.
  13. The CPS database file is pasted from the floppy disk to your new location.
  14. Start CPS.
  15. Click **File**.
  16. Click **Open Database**.
  17. Use the Open CPS Database dialog box to look for and open the database you just saved to your hard drive.
- ☞ **NOTE:** Use these same copy and paste steps to move any image files from a floppy disk to same directory where the database is now saved.

## CPS VERSION MESSAGES

If you use the Import command from the Lessons or Roster command you may at some point see this message:

**“The source CPS file, ‘path and name of file here’ is of an older version than the current CPS file. Update the source CPS file to the current version?”**

**OK                      Cancel**

This message is just letting you know that the database you have open and are working in is a newer version of CPS than the database from which you are importing a lesson or roster. Please do click the OK button here.