

# Technical Support Instructions

**Important • Follow the order of these instructions !**

## Step 1 Quickstart Card

Look at the Quickstart Card that came with the program CD for basic instructions. (**Note:** You can also go to [www.edalive.com/support](http://www.edalive.com/support) to download this)

## Step 2 Diagnose & Fix

WINDOWS ONLY

- A** If the program is installed but does not start properly, try uninstalling the program and then re-installing it.
- B** If your CD drive cannot see the CD, check if there are any scratches or smudges on the silver side of the CD.  
Wipe the CD with a soft cloth by wiping it from the centre of the CD to the edge and then put it back in the CD drive and check if it works
- C** If possible put the CD in another computer, just to see if it will run on the other computer. If it works, then the CD drive may be defective on the first computer.

### **Step 3 FREE Website Support**

If you have tried the Startup Card and all the other instructions and the program still does not work, then go to our web site:

**[www.edalive.com/support](http://www.edalive.com/support)**

to see the **Support** section for additional troubleshooting details.

### **Step 4 Call 1902 250 086 Number \***

If after looking up the web site and the support section, you are still not able to run the program or you have any other technical issues to sort out in regards to our program, then you can call us on our **1902 250 086 Technical Support number.**

Note: Please note that for this 1902 service, a nominal rate charged to the caller applies. Currently the rate is 99c per minute, higher for mobiles and pay phones. Please be aware that the nominal rate per minute may be subject to change.

Go to our website **[www.edalive.com/support](http://www.edalive.com/support)** for the current 1902 rate per minute.

***\* Our 1902 service allows us to reduce the price of our software to parents and still give high quality support to those that need it.***